



**Department  
of Health**

NY State Department of Health

Child Medicaid

CAHPS® PCMH / NON PCMH Survey

Summary Report

February 2014



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## Background

The National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) is a method of delivering primary medical care which specifically emphasizes care coordination and access to care. Medical homes can lead to higher quality and lower costs, and can improve overall experiences for both patients and providers. The NCQA PCMH designation distinguishes practices and providers that utilize this model to provide primary care.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) PCMH survey is a comprehensive tool designed to assess consumers' experience with receiving health care. CAHPS® PCMH is the survey instrument that asks patients about their satisfaction with the care they received from PCMH-designated practices or clinics. The New York State Department of Health (NYSDOH) sponsored this CAHPS® PCMH survey to explore the variation in patient satisfaction among PCMH-recognized and NON PCMH-recognized clinics and practices. DataStat, Inc. conducted the survey on behalf of the NYSDOH in the fall of 2013. The instrument used for the administration of the survey was a customized version of the CAHPS® PCMH Child survey, developed and tested nationally for assessing the performance of primary care sites.

The majority of CAHPS® PCMH items address domains of patient experience, such as access to care, communication with providers, and overall satisfaction with the patient's primary provider. Rounding out the instrument was a set of questions collecting demographic data. In total, the survey instrument consisted of 66 questions. A copy of the modified CAHPS® PCMH Child questionnaire can be found in Appendix A.

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## Executive Summary

This is the first time the CAHPS® PCMH survey was administered to the Medicaid managed care plan population in New York State, and the focus of this report is child members of these plans. The survey included a sample of 3,000 children - 1,500 enrollees who visited a PCMH-recognized practice site and 1,500 who visited a NON PCMH-recognized site. Using a standardized survey procedure and questionnaire, surveys were sent to the parents/guardians of child Medicaid managed care plan members following a combined mail and phone methodology (four mailings, followed by phone follow up of non-responders) during the period September 10, 2013 through November 18, 2013. A total of 1,064 responses were received resulting in a 36.7% response rate. The summary sample disposition report of surveys is contained at the end of this section.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, some survey items may have a relatively small number of responses due to skip patterns in the instrument. To provide the highest level of detailed reporting, results with fewer than 30 observations are included in the report, but should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are reported to explore the relationship between different measures. While correlations offer insight about the relationship between two variables, high correlations do not necessarily indicate causation. Finally, in many of the charts and tables presented in this report, differences between the regional averages and practice type (PCMH-recognized or NON PCMH-recognized) are readily apparent; however, where these differences are not statistically significant they should be evaluated accordingly.

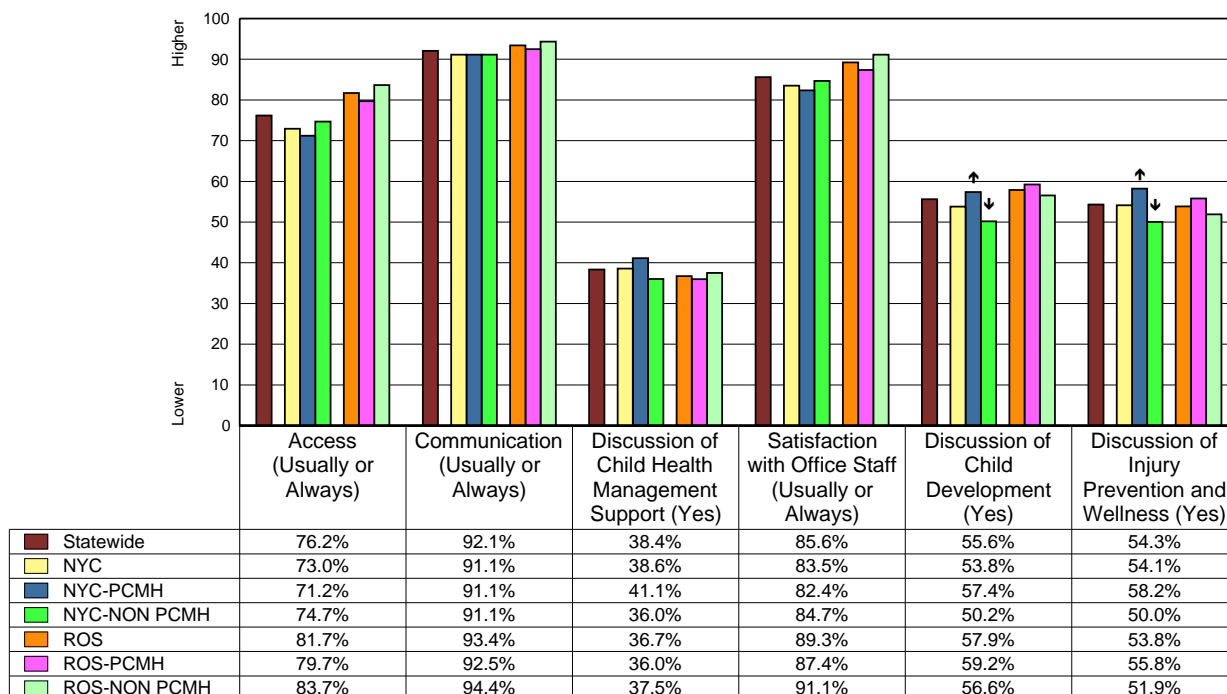
## Enrollee/Respondent Profile

	Total	PCMH	NON PCMH
Statewide	100% 1064	49.2% 524	50.8% 540
NYC	100% 687	60.4% 415	39.6% 272
ROS	100% 377	28.9% 109	71.1% 268

### Summary of Composites

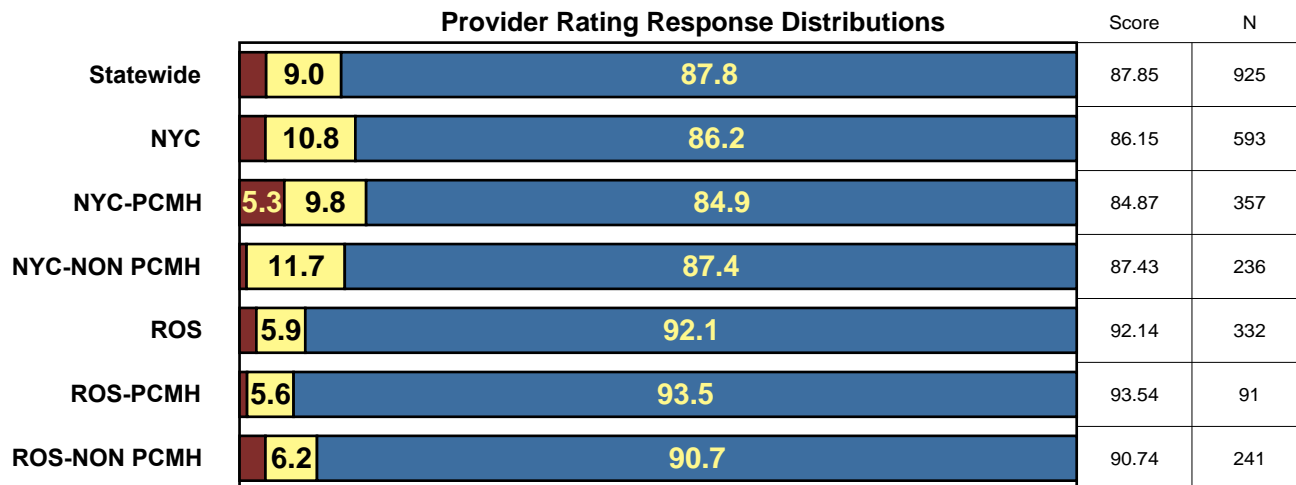
A composite score is calculated for each of six domains of child patient experience: Access, Communication, Discussion of Child Health Management Support, Satisfaction with Office Staff, Discussion of Child Development, and Discussion of Injury Prevention and Wellness. Composite scores are intended to give a summary assessment of performance across each domain. Results for PCMH, NON PCMH within NYC and Rest of State (ROS) are presented below. The PCMH and NON PCMH cohorts are compared to the NYC and ROS averages for statistical significance.

Composites



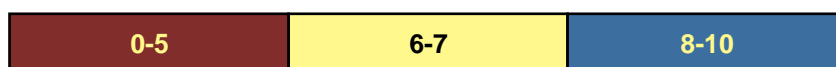
↕ Statistically significantly higher/lower than corresponding regional score.

Provider Rating Response Distributions



↕ Statistically significantly higher/lower than corresponding regional score.

### Percentage Who Rated Their Provider:



# Key Measure Summary

## Child Medicaid 2013

	Access (Usually or Always)	Communication (Usually or Always)	Discussion of Child Health Management Support (Yes)	Satisfaction with Office Staff (Usually or Always)	Discussion of Child Development (Yes)	Discussion of Injury Prevention and Wellness (Yes)	Rating of Provider (8, 9, or 10)
<b>Statewide</b>	76	92	38	86	56	54	88
NYC	73	91	39	84	54	54	86
NYC-PCMH	71	91	41	82	57 ▲	58 ▲	85
NYC-NON PCMH	75	91	36	85	50 ▼	50 ▼	87
ROS	82	93	37	89	58	54	92
ROS-PCMH	80	92	36	87	59	56	94
ROS-NON PCMH	84	94	38	91	57	52	91

▲▼ Statistically significantly better/worse than corresponding regional score.

## Enrollee/Respondent Profile

<b>Age (years)</b>	Statewide	NYC	NYC-PCMH	NYC-NON PCMH	ROS	ROS-PCMH	ROS-NON PCMH
Less than 1 year old	2.4%	2.6%	3.1%	2.0%	2.0%	1.0%	2.4%
1 to 2	13.0%	12.0%	13.1%	10.2%	14.9%	15.5%	14.6%
3 to 4	15.1%	15.2%	15.7%	14.5%	14.9%	15.5%	14.6%
5 to 7	20.6%	19.4%	20.8%	17.3%	22.9%	20.4%	23.9%
8 to 10	16.3%	16.6%	16.7%	16.5%	15.7%	15.5%	15.8%
11 to 13	15.0%	16.3%	13.9%	20.0%	12.6%	13.6%	12.1%
14 to 18	17.6%	17.9%	16.7%	19.6%	17.1%	18.4%	16.6%

<b>Gender</b>	Statewide	NYC	NYC-PCMH	NYC-NON PCMH	ROS	ROS-PCMH	ROS-NON PCMH
Male	50.8%	49.7%	49.6%	49.8%	52.7%	55.8%	51.4%
Female	49.2%	50.3%	50.4%	50.2%	47.3%	44.2%	48.6%

<b>Hispanic or Latino</b>	Statewide	NYC	NYC-PCMH	NYC-NON PCMH	ROS	ROS-PCMH	ROS-NON PCMH
Yes, Hispanic or Latino	48.1%	53.7%	62.6%	40.3%	37.9%	34.3%	39.4%
No, Not Hispanic or Latino	51.9%	46.3%	37.4%	59.7%	62.1%	65.7%	60.6%

<b>Race</b>	Statewide	NYC	NYC-PCMH	NYC-NON PCMH	ROS	ROS-PCMH	ROS-NON PCMH
White	45.7%	29.7%	26.5%	34.5%	73.1%	63.9%	76.8%
Black or African American	23.4%	27.0%	26.8%	27.2%	17.4%	26.8%	13.5%
Asian	13.3%	18.8%	17.6%	20.4%	3.9%	6.2%	3.0%
Native Hawaiian or Other Pacific Islander	1.1%	1.4%	1.2%	1.7%	0.6%	1.0%	0.4%
American Indian or Alaskan Native	4.0%	3.1%	3.2%	3.0%	5.4%	4.1%	5.9%
Other	27.3%	32.7%	36.5%	27.2%	18.0%	19.6%	17.3%

<b>Rating of Overall Health</b>	Statewide	NYC	NYC-PCMH	NYC-NON PCMH	ROS	ROS-PCMH	ROS-NON PCMH
Excellent	40.1%	35.9%	35.5%	36.5%	47.8%	45.2%	48.8%
Very good	31.7%	30.9%	28.8%	34.1%	33.2%	33.7%	33.1%
Good	23.0%	27.4%	28.3%	25.9%	15.1%	16.3%	14.6%
Fair	5.2%	5.9%	7.4%	3.5%	3.9%	4.8%	3.5%
Poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

<b>Respondent: Highest grade or level of school completed</b>	Statewide	NYC	NYC-PCMH	NYC-NON PCMH	ROS	ROS-PCMH	ROS-NON PCMH
8th grade or less	12.9%	14.5%	14.2%	15.0%	10.1%	15.6%	8.0%
Some high school, but did not graduate	18.1%	19.4%	19.4%	19.4%	15.9%	18.8%	14.7%
High school graduate or GED	33.1%	32.6%	33.6%	31.2%	34.0%	27.1%	36.7%
Some college or 2-year degree	23.5%	20.5%	21.3%	19.4%	29.1%	28.1%	29.5%
4-year college graduate	7.5%	8.4%	6.8%	10.7%	6.1%	6.3%	6.0%
More than 4-year college degree	4.7%	4.6%	4.7%	4.3%	4.9%	4.2%	5.2%

## Sample Disposition

	Statewide	NYC	NYC- PCMH	NYC- NON PCMH	ROS	ROS- PCMH	ROS- NON PCMH
First mailing - sent	3,000	1,889	1,149	740	1,111	339	772
First mailing - usable survey returned*	451	295	175	120	156	41	115
Second mailing - sent	2,443	1,526	925	601	917	285	632
Second mailing - usable survey returned*	220	143	87	56	77	26	51
Phone - usable surveys*	393	249	153	96	144	42	102
<b>Total - usable surveys</b>	<b>1,064</b>	<b>687</b>	<b>415</b>	<b>272</b>	<b>377</b>	<b>109</b>	<b>268</b>
Ineligible: According to population criteria‡‡	14	8	6	2	6	3	3
Ineligible: Language barrier†	88	76	30	46	12	5	7
Ineligible: Deceased†	0	0	0	0	0	0	0
Bad address and bad phone number -OR- bad address AND no evidence of bad phone number	242	166	109	57	76	22	54
Refusal/Returned survey blank	58	32	17	15	26	11	15
Nonresponse - Unavailable by mail or phone	1,534	920	572	348	614	189	425
<b>Response Rate</b>	<b>36.7%</b>	<b>38.1%</b>	<b>37.3%</b>	<b>39.3%</b>	<b>34.5%</b>	<b>32.9%</b>	<b>35.2%</b>

\*Included in response rate numerator

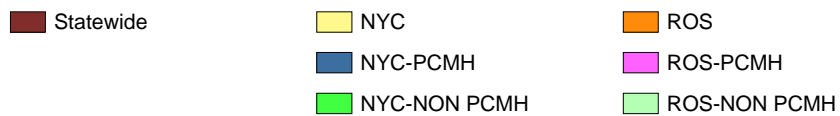
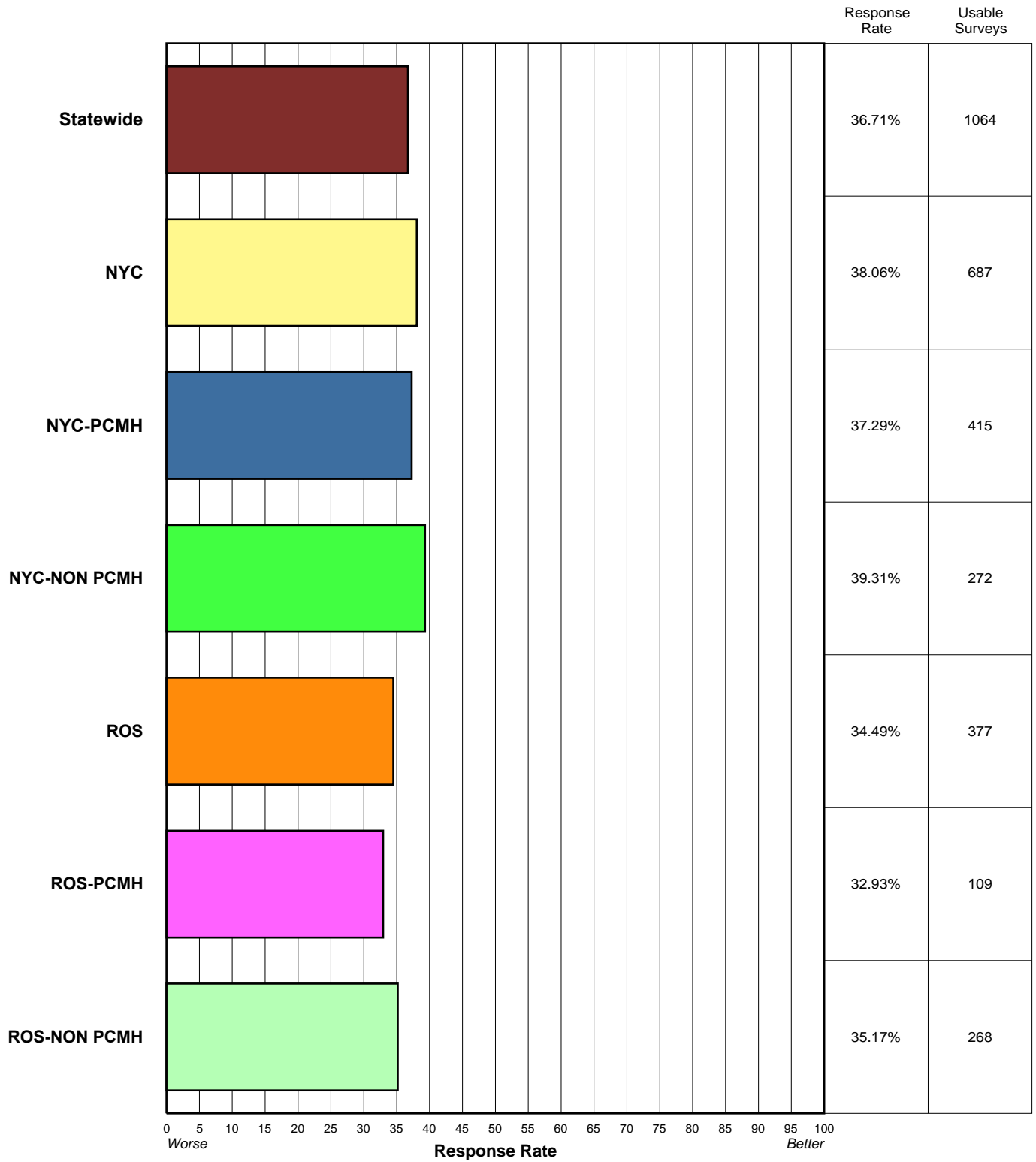
†Excluded from response rate denominator

‡Population criteria: The designated respondent must have received care at a valid clinic or practice site.

Note:  $Response\ Rate = Total\ Usable\ Surveys / Total\ Eligible\ Cases$



# Response Rates



## Methodology

The survey drew as potential respondents the parents/caretakers of children, ages 17 and below, who were current enrollees in NYS Medicaid managed care as of July 2013 and who had been enrolled for at least five out of the last six months. Respondents were surveyed in English or Spanish. The survey was administered over a thirteen-week period using a mixed-mode (mail and telephone) five-wave protocol. The five-wave protocol consisted of a first questionnaire packet and reminder postcard to all selected enrollees, a second questionnaire packet and reminder postcard to non-responders, and finally, a phone follow-up to those who had not responded to the mailings.

### Survey Milestones

1. 1st questionnaire packets mailed: September 10, 2013
2. 1st reminder postcards mailed: September 17, 2013
3. 2nd questionnaire packets mailed: October 15, 2013
4. 2nd reminder postcards mailed: October 22, 2013
5. Phone field opened: October 29, 2013
6. Mail and phone field closed: November 18, 2013

### Sampling Frame

A random sample of 3,000 children ages 17 and below was drawn consisting of two groups: 1) enrollees who visited a PCMH-recognized provider's office and 2) enrollees who visited a NON PCMH-recognized provider's office. To be eligible, individuals had to be currently enrolled in Medicaid managed care and continuously enrolled for at least five out of the last six months as of July 2013.

### Questionnaire

The instrument selected for the survey, the CAHPS® PCMH Child core survey, was developed and tested nationally for use in assessing patients' primary care experience. The majority of questions addressed domains of patient experience such as access to care, provider communication and overall satisfaction with the provider. Rounding out the survey was a set of questions concerning respondents' demographic information, such as age and gender. In total, the survey instrument consisted of 66 questions. A copy of the modified CAHPS® PCMH Child questionnaire can be found in Appendix A.

### Selection of Cases for Analysis

Surveys were considered complete if respondents did not say 'No' to Question 1 (*Our records show that your child got care at the clinic or practice named below in the last 12 months. Is that right?*), and if they provided a valid response to at least one question. Respondents also had the option of writing in their child's clinic/practice name in cases when the answer to Question 1 was 'No'. Surveys were considered complete in instances where the written-in practice name was valid, and the respondent provided a valid response to at least one question. Complete interviews were obtained from 1,064 Medicaid managed care enrollees, and the overall project response rate was 36.7%

### Definition of Achievement Scores

Responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. Since achievement scores represent the proportion of respondents who indicate a positive experience, the lower the achievement score, the greater the need for improvement. See the *Responses by Question* section for assignment of achievement responses for each question.

In general, somewhat positive responses are included with positive responses as achievements. For example, a response of "Usually" or "Always" to the question "How often did this provider explain things in a way that

was easy to understand?" is considered an achievement, as are responses of "8", "9", or "10" to the provider rating question.

## Composites

Six composite scores summarize responses in key areas: Access, Communication, Discussion of Child Health Management Support, Satisfaction with Office Staff, Discussion of Child Development, and Discussion of Injury Prevention and Wellness. The achievement score for the composite is the average of the achievement scores for the individual items comprising a composite. Following is a list of the questions that comprise each composite:

### Access

- Q13. Usually or always got an appointment as soon as child needed for care needed right away
- Q16. Usually or always got an appointment for a check-up or routine care as soon as child needed
- Q19. Usually or always able to get care needed from provider's office during evenings, weekends, or holidays
- Q21. Usually or always received same day answer to medical question when phoned provider's office during regular office hours
- Q23. Usually or always received an answer to medical question as soon as needed when phoned provider's office after regular office hours
- Q25. Usually or always saw provider within 15 minutes of appointment time

### Communication

- Q26. Provider usually or always explained things about child's health in way that was easy to understand
- Q27. Provider usually or always listened carefully
- Q29. Provider usually or always gave easy to understand information about health questions or concerns
- Q30. Provider usually or always seemed to know important information about child's medical history
- Q31. Provider usually or always showed respect for what you had to say
- Q32. Provider usually or always spent enough time with child

### Discussion of Child Health Management Support

- Q49. Someone at provider's office talked with you about specific goals for child's health
- Q50. Someone at provider's office asked you if there are things that make it hard for you to take care of child's health

### Satisfaction with Office Staff

- Q53. Clerks and receptionists at provider's office usually or always as helpful as you thought they should be
- Q54. Clerks and receptionists at provider's office usually or always treated you with courtesy and respect

### Discussion of Child Development

- Q38. Someone at provider's office talked with you about child's learning ability
- Q39. Someone at provider's office talked with you about behaviors that are normal for child at this age
- Q40. Someone at provider's office talked with you about how child's body is growing
- Q41. Someone at provider's office talked with you about child's moods and emotions
- Q47. Someone at provider's office talked with you about how child gets along with others

### Discussion of Injury Prevention and Wellness

- Q42. Someone at provider's office talked with you about things you can do to keep child from getting injured
- Q43. Someone at provider's office gave you information about how to keep child from getting injured
- Q44. Someone at provider's office talked with you about how much time child spends on a computer and in front of a TV
- Q45. Someone at provider's office talked with you about how much or what kind of food child eats
- Q46. Someone at provider's office talked with you about how much or what kind of exercise child gets
- Q48. Someone at provider's office talked with you about whether there are any problems in your household that might affect child

## Correlation to Satisfaction

To understand the relationship between enrollee satisfaction with their provider and select composites, correlations are computed between responses to the questions comprising the Communication composite and the provider rating question. The specific correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 to 1. Correlation scores are presented in the *Correlation Analysis* section.

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## Case-Mix Analysis

The achievement scores presented in this report are case-mix adjusted to control for differences in the respondent and child enrollee population across PCMH and NON PCMH populations. The results for 2013 are case-mix adjusted for respondent age (Q61), child health status (Q55) and respondent education (Q63). Case-mix adjustment is applied to mitigate the effect of differences in populations. The variables chosen for case-mix adjustment have been shown to affect how respondents answer questions. For example, individuals with higher levels of education generally rate lower for satisfaction. Details about the distribution of populations in categories for the three adjusters can be seen in the *Enrollee/Respondent Profile* contained in the *Executive Summary* section.

## Statistical Testing

Statistically significant differences between scores were determined using standard CAHPS methodology. A significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar or next to the appropriate achievement score.

## Using this Report

### Understanding Achievement Scores

This report is designed to assist the NYSDOH in evaluating the impact a PCMH designation has on enrollee satisfaction and identifying key opportunities to improve members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. For example, a response of "Usually" or "Always" to the question "How often did you get an appointment as soon as your child needed?" is considered a positive response, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need to improve.

Achievement scores are computed and reported for all pertinent survey questions. In addition, composite scores are built from groups of survey questions that make up broad domains of members' experience: Access, Communication, Discussion of Child Health Management Support, Satisfaction with Office Staff, Discussion of Child Development, and Discussion of Injury Prevention and Wellness.

### Understanding the Sections of the Report

The remainder of the report is broken into three major sections that are briefly described here to help the NYSDOH understand the differences in member satisfaction between PCMH and NON PCMH clinics/practice sites and to identify opportunities for improvement.

*Composites, Provider Rating Question, Single Items, and Supplemental Questions* (See Table of Contents - Section 5)

This section contains a graphic presentation of Statewide, NYC, ROS and practice-type (PCMH/NON PCMH)-specific results within NYC and ROS for each question using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each cohort are displayed. This depicts practice-type (PCMH/NON PCMH) specific performance compared to regional averages (NYC and ROS). The composites are directly followed by the individual questions in the composite for more detailed information.

*Correlation Analysis* (See Table of Contents - Section 6)

The Correlation Analysis section is helpful in understanding how satisfaction with the questions from the Communication composite relate to the provider rating question. The table shows which questions are most strongly linked to the rating and the current achievement score. The information helps define what areas are related to satisfaction and how the practice-type (PCMH/NON PCMH) performed in that area. The section enables a quick view of how composite questions correlate with provider rating.

This section presents correlations of six composite questions to the provider rating question, ranked by the highest correlation between the question and the rating. This allows a visual picture of clustering of questions across reporting groups.

*Responses by Question* (See Table of Contents - Section 7)

This section provides a breakdown for each question with the number of members responding to the question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement or room for improvement. The circles are based on the response category and do not necessarily indicate areas for improvement. For example, "Always" and "Usually" are considered achievements and "Sometimes" and "Never" indicate room for improvement. Similarly on the provider rating question, 8, 9, or 10 are achievement and 0 through 7 are room for improvement. Questions without a colored circle indicate the question is not associated with this type of response determination. For example, asking whether a

member needed a service in the past six months does not have an associated achievement related to it. This section provides additional information about members' access to various types of care to help the NYSDOH prioritize areas to be addressed.

When applicable, each question is represented with the composite name and the achievement score. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

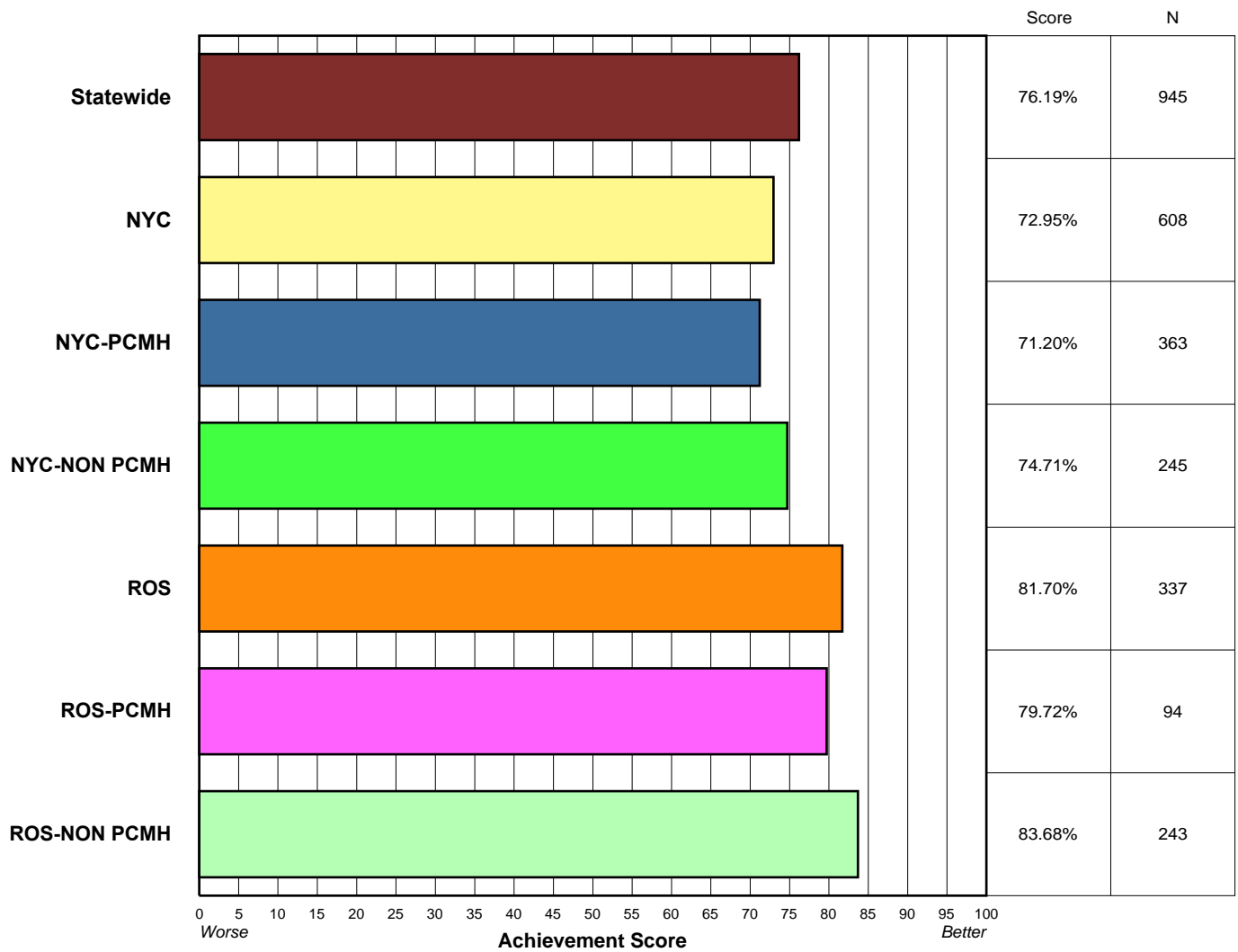
## Composites

Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain "Access" includes questions about getting care when needed. Composite achievement scores reflect responses of "Usually" or "Always" for three of the composites - Access, Communication and Satisfaction with Office Staff. The remaining three composites: Discussion of Child Health Management Support, Discussion of Child Development, and Discussion of Injury Prevention and Wellness scores reflect responses of "Yes".

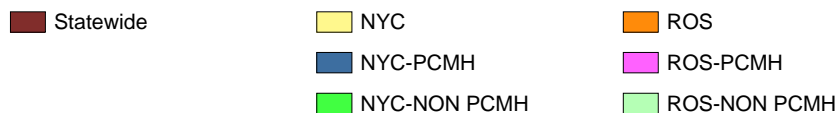
Statewide and regional results for PCMH and NON PCMH practices are presented for each graph. Regional strata are compared to the appropriate regional average to determine statistical significance.

For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

### Access (Usually or Always)

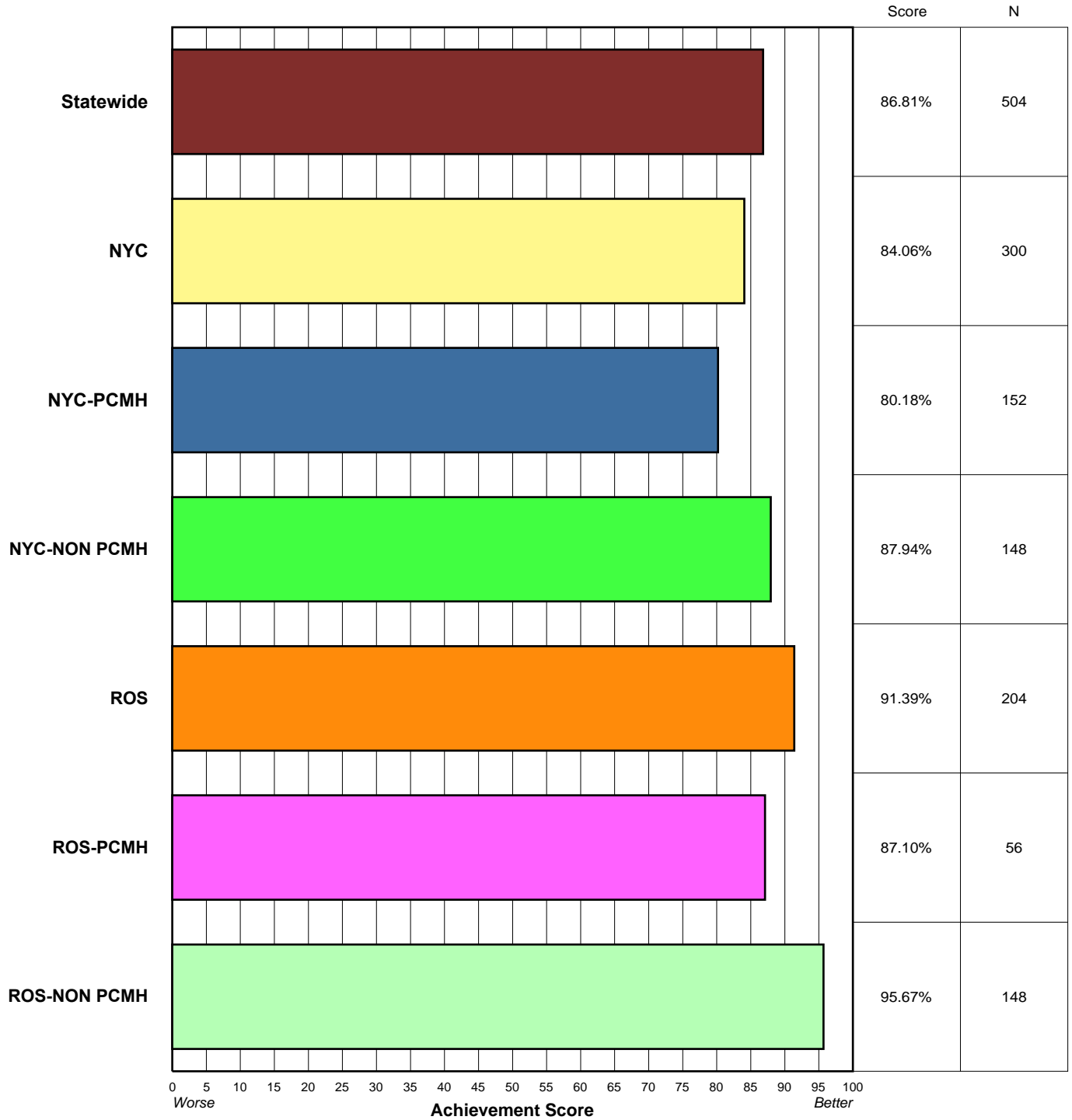


↕ Statistically significantly better/worse than corresponding regional score.

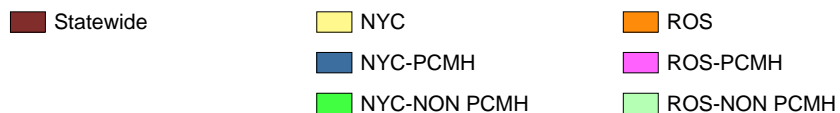


### Access (Usually or Always)

**Q13. Usually or always got an appointment as soon as child needed for care needed right away**



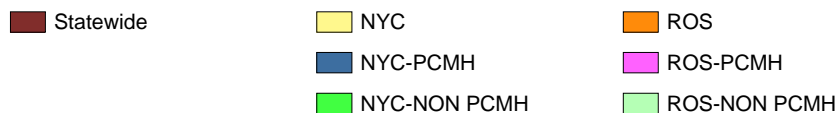
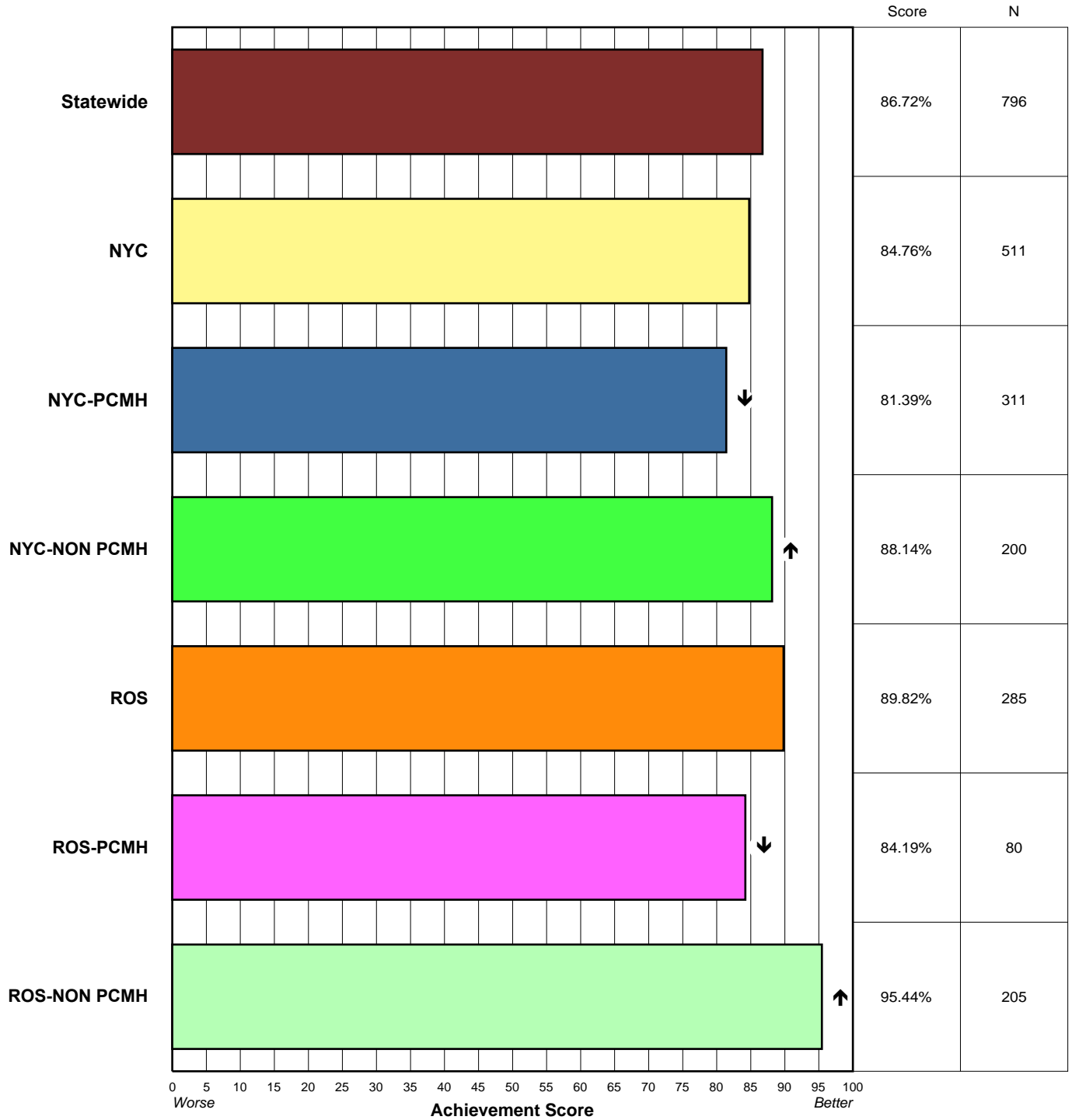
↕ Statistically significantly better/worse than corresponding regional score.





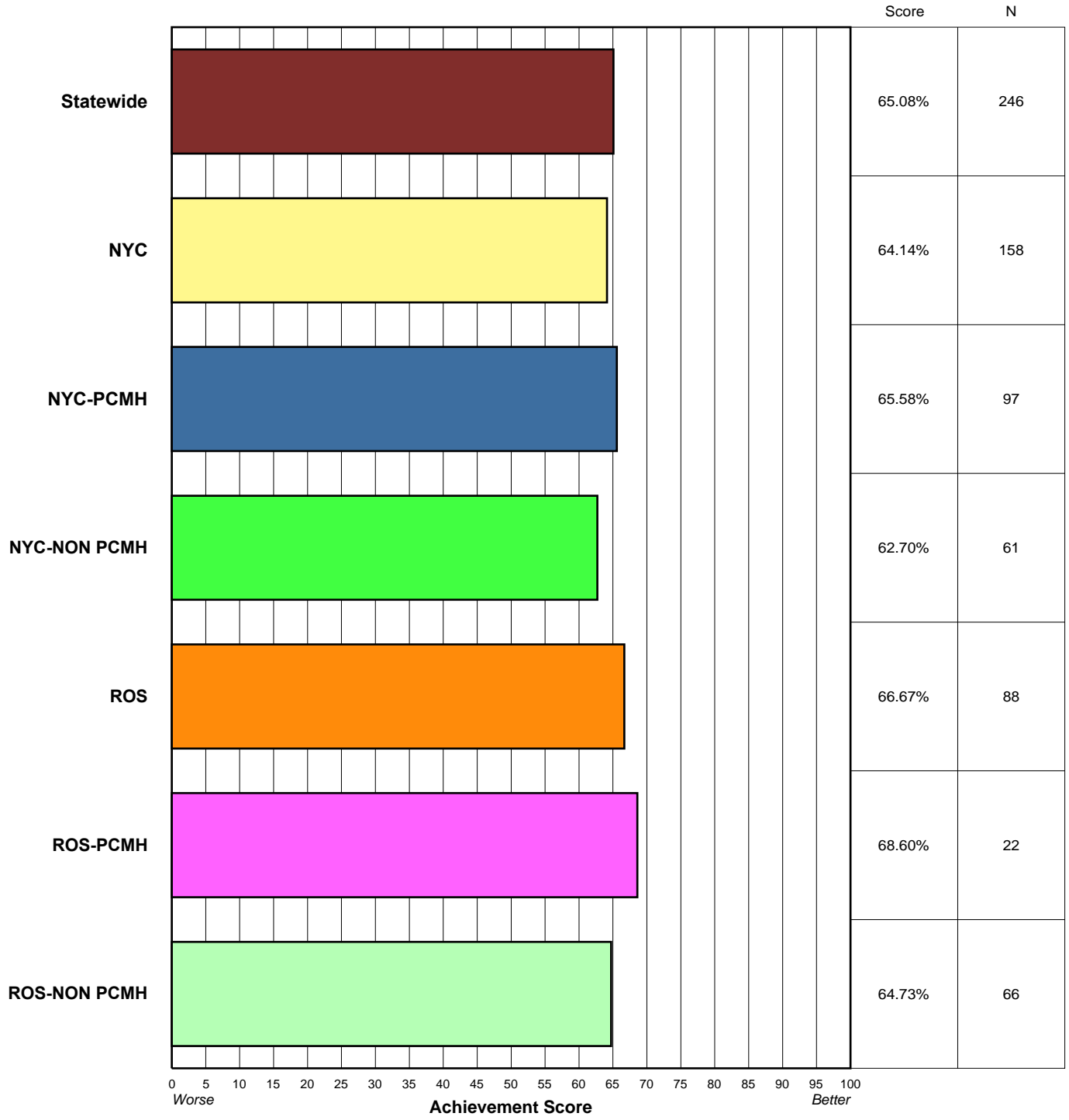
### Access (Usually or Always)

**Q16. Usually or always got an appointment for a check-up or routine care as soon as child needed**

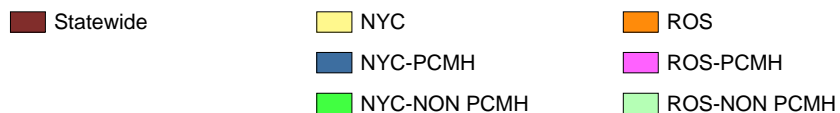


### Access (Usually or Always)

**Q19. Usually or always able to get care needed from provider's office during evenings, weekends, or holidays**

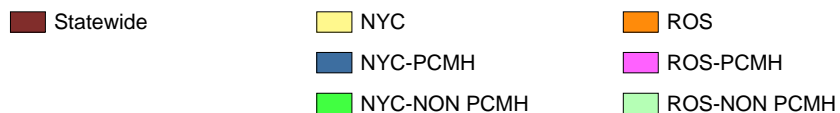
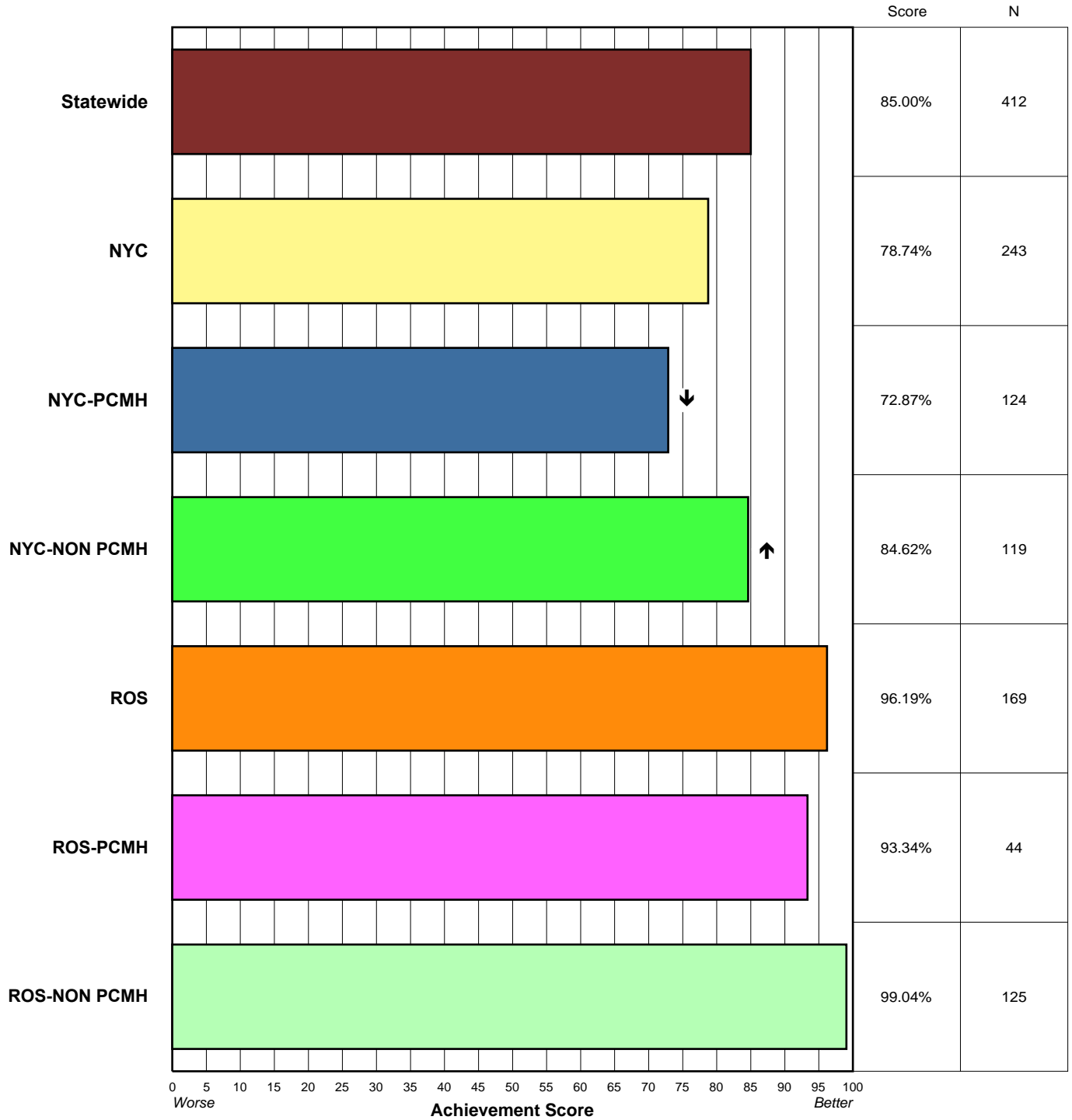


↕ Statistically significantly better/worse than corresponding regional score.



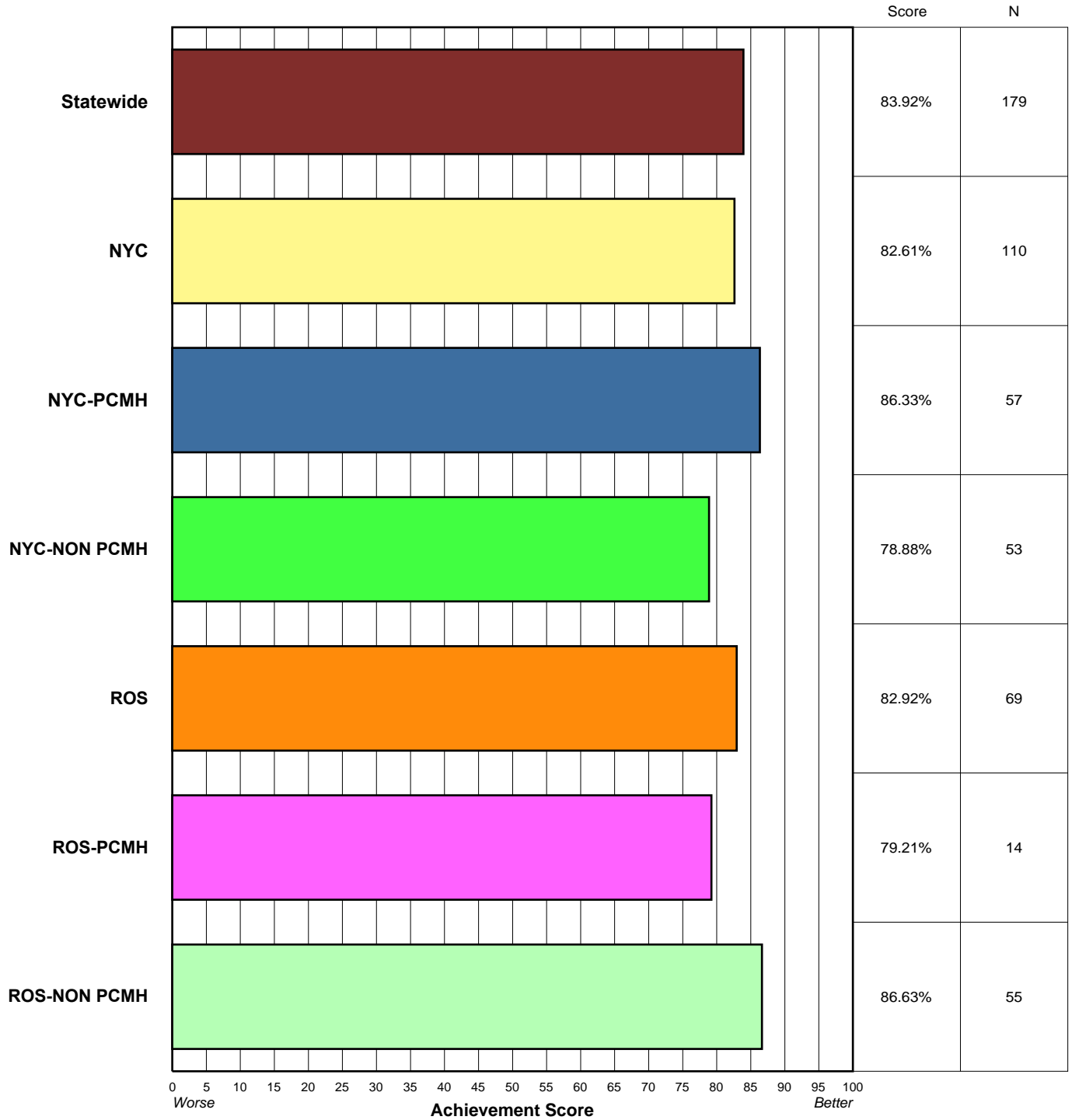
### Access (Usually or Always)

**Q21. Usually or always received same day answer to medical question when phoned provider's office during regular office hours**

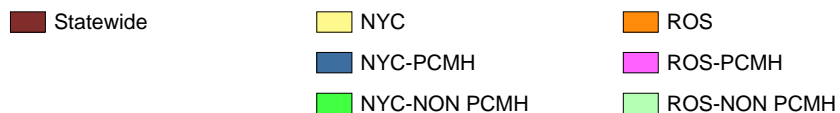


### Access (Usually or Always)

**Q23. Usually or always received an answer to medical question as soon as needed when phoned provider's office after regular office hours**

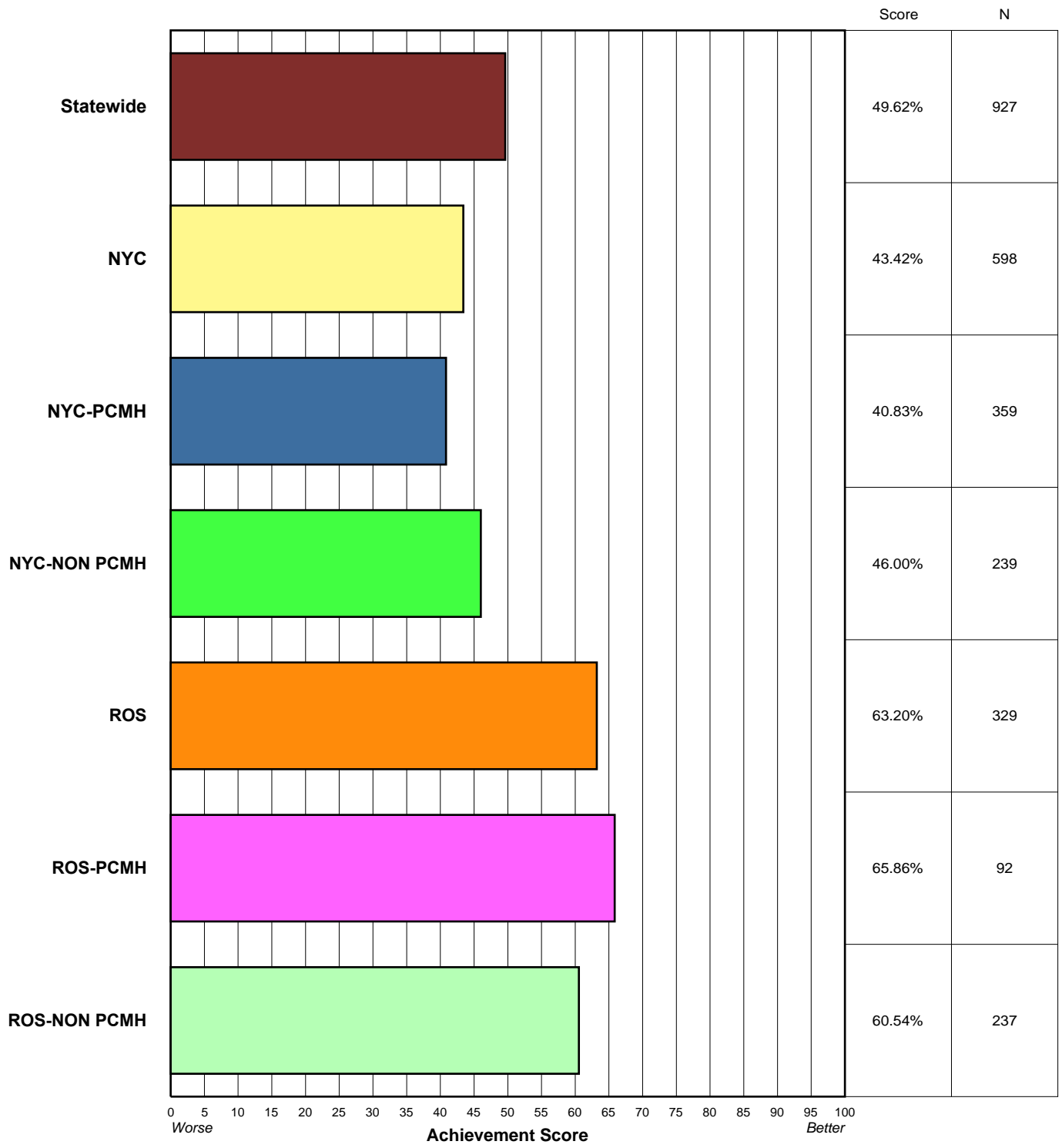


↕ Statistically significantly better/worse than corresponding regional score.

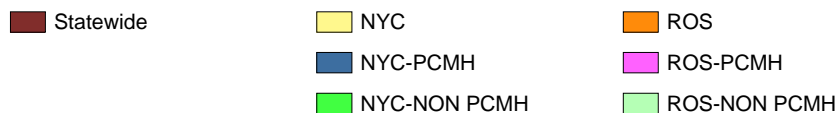


### Access (Usually or Always)

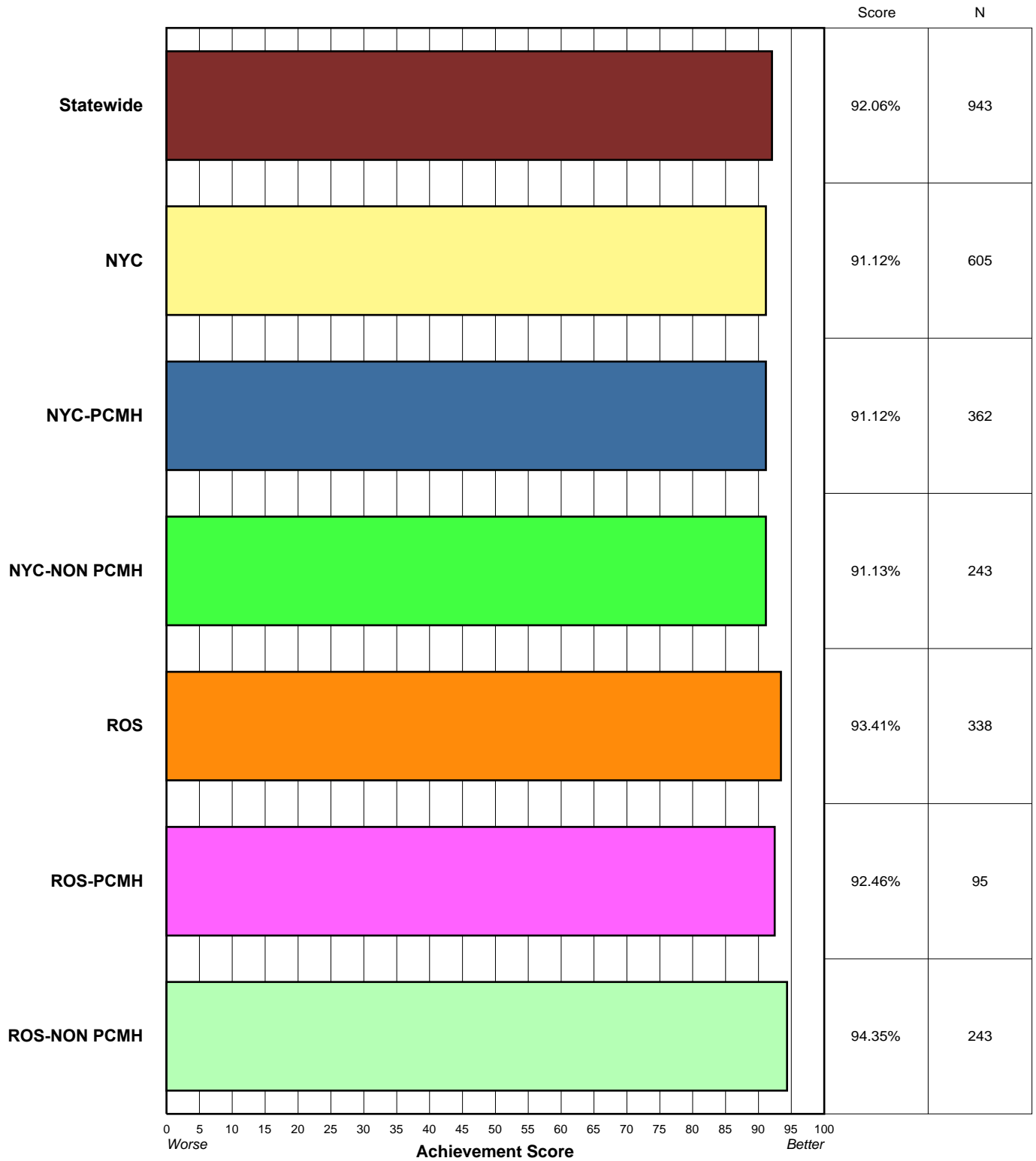
### Q25. Usually or always saw provider within 15 minutes of appointment time



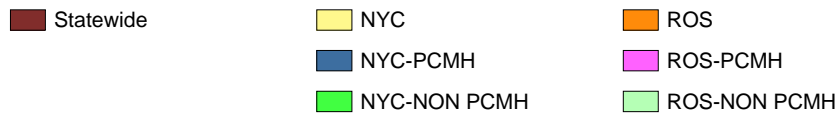
↕ Statistically significantly better/worse than corresponding regional score.



### Communication (Usually or Always)

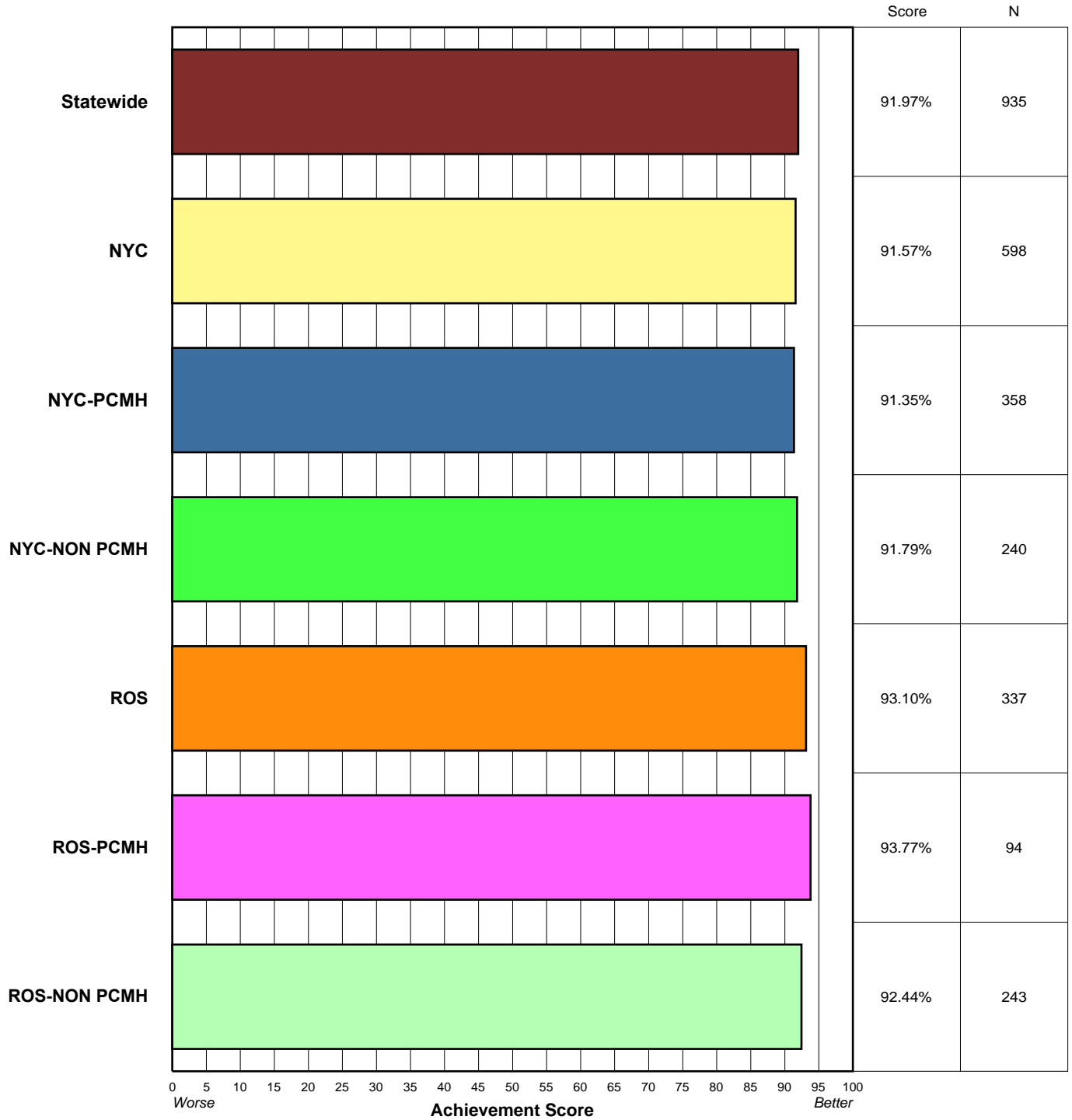


↕ Statistically significantly better/worse than corresponding regional score.

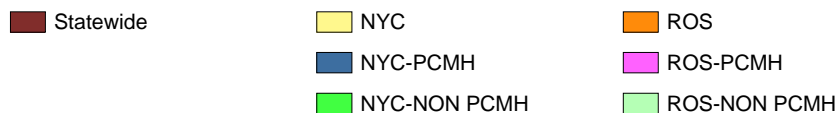


### Communication (Usually or Always)

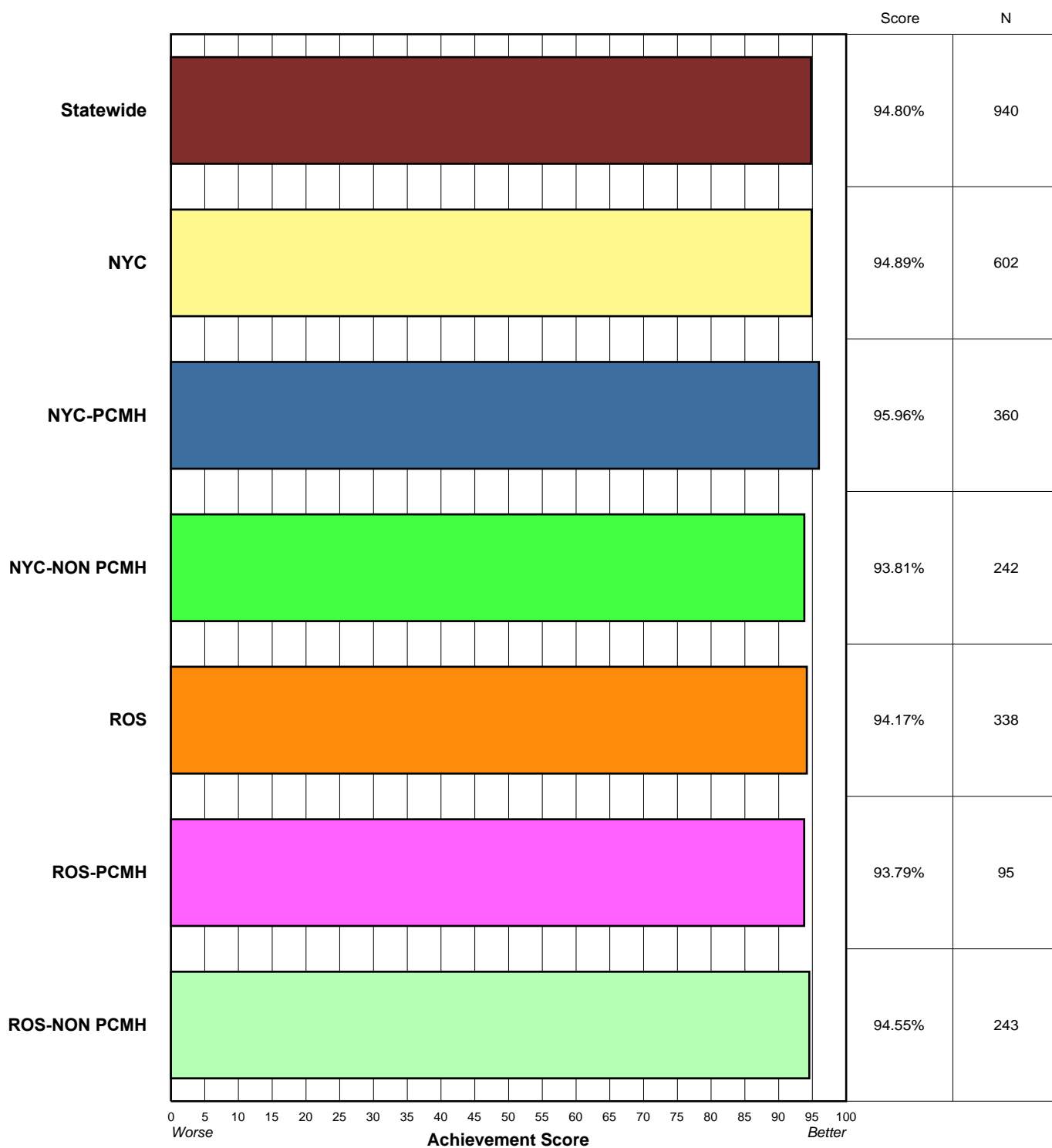
**Q26. Provider usually or always explained things about child's health in way that was easy to understand**



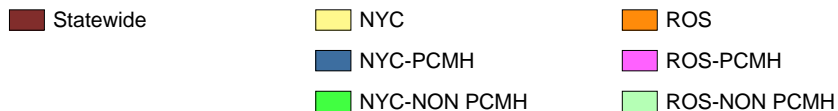
↕ Statistically significantly better/worse than corresponding regional score.



### Communication (Usually or Always) Q27. Provider usually or always listened carefully



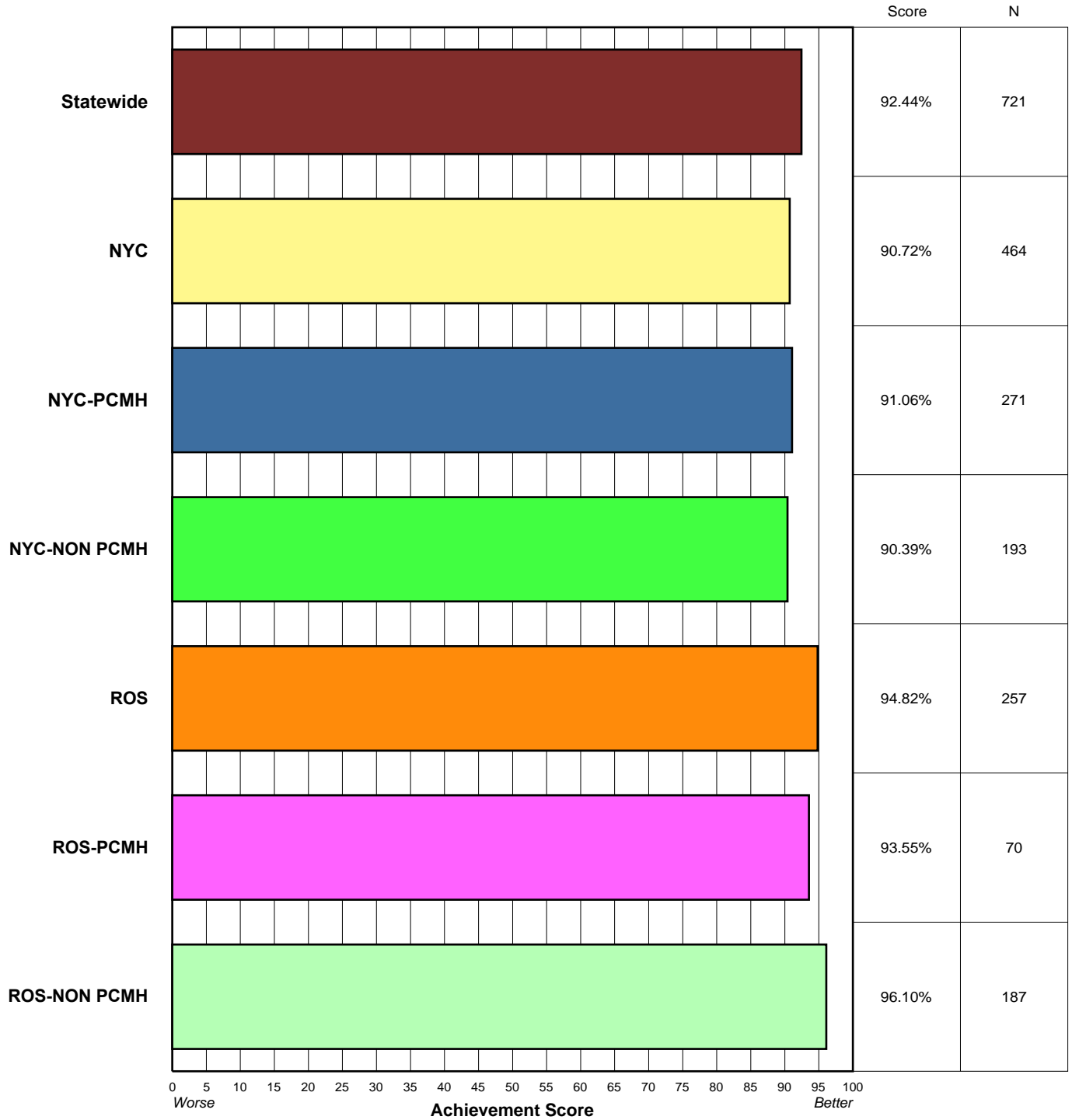
↕ Statistically significantly better/worse than corresponding regional score.



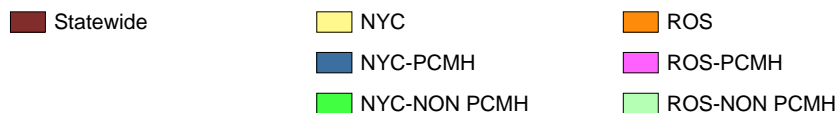


### Communication (Usually or Always)

**Q29. Provider usually or always gave easy to understand information about health questions or concerns**

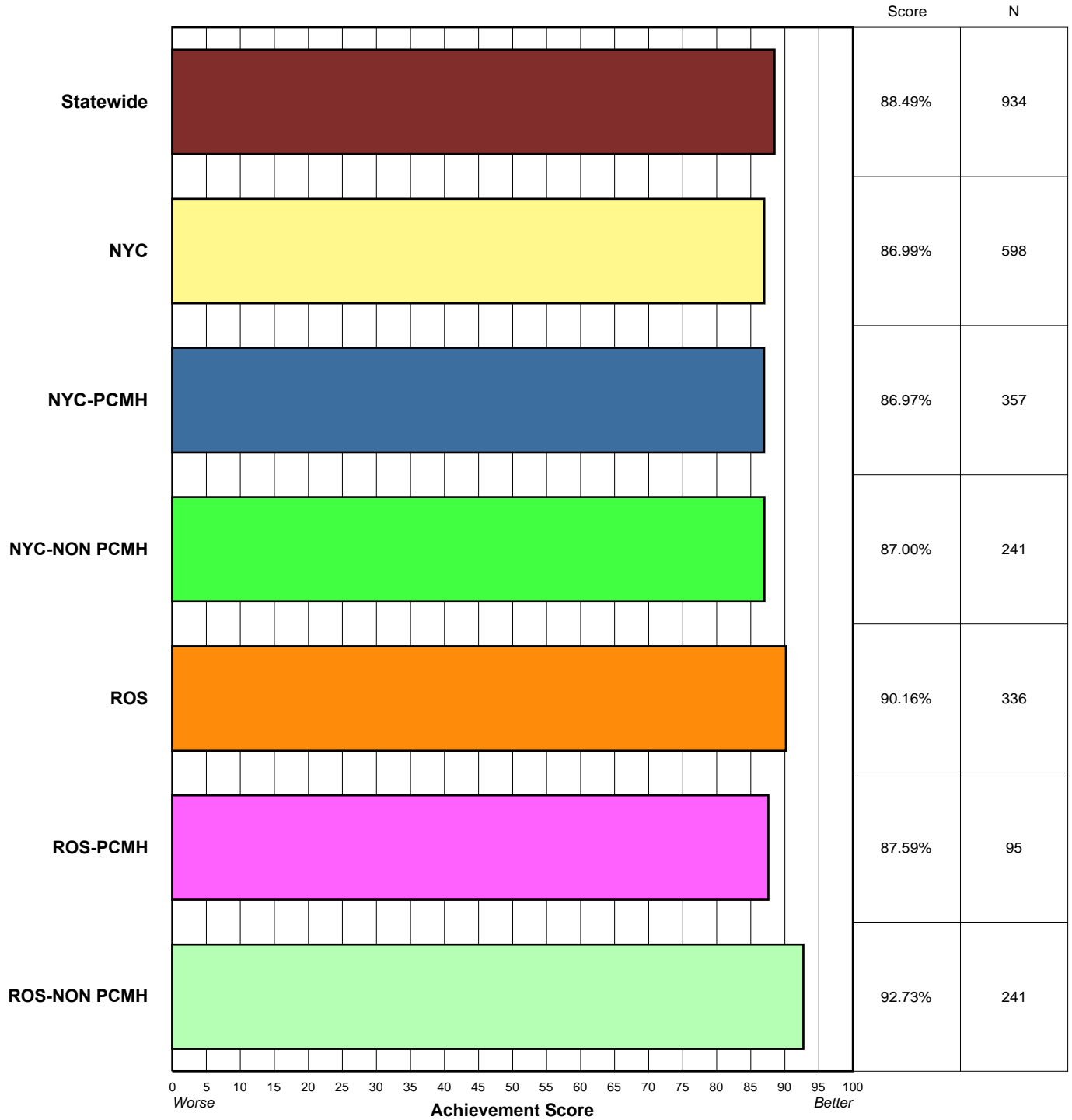


↕ Statistically significantly better/worse than corresponding regional score.

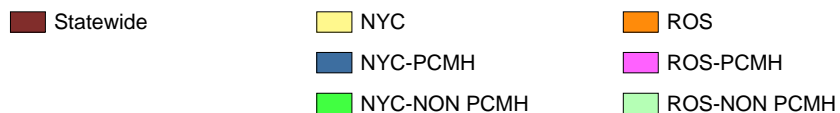


### Communication (Usually or Always)

**Q30. Provider usually or always seemed to know important information about child's medical history**

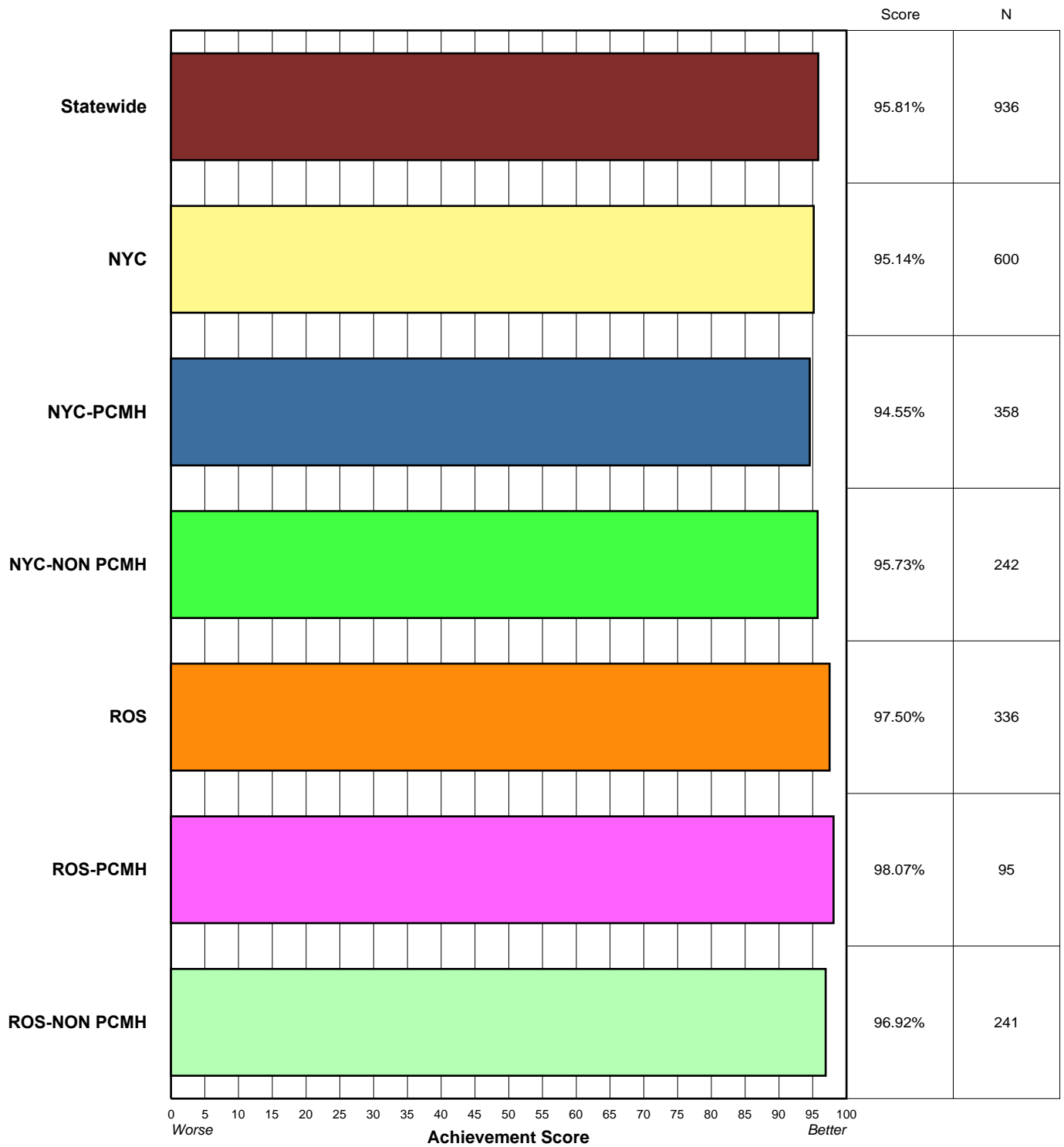


↕ Statistically significantly better/worse than corresponding regional score.

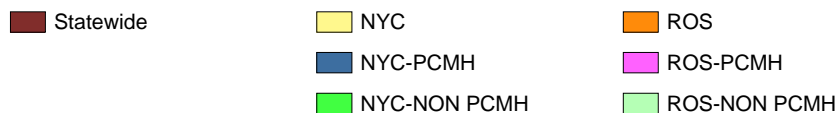


### Communication (Usually or Always)

Q31. Provider usually or always showed respect for what you had to say

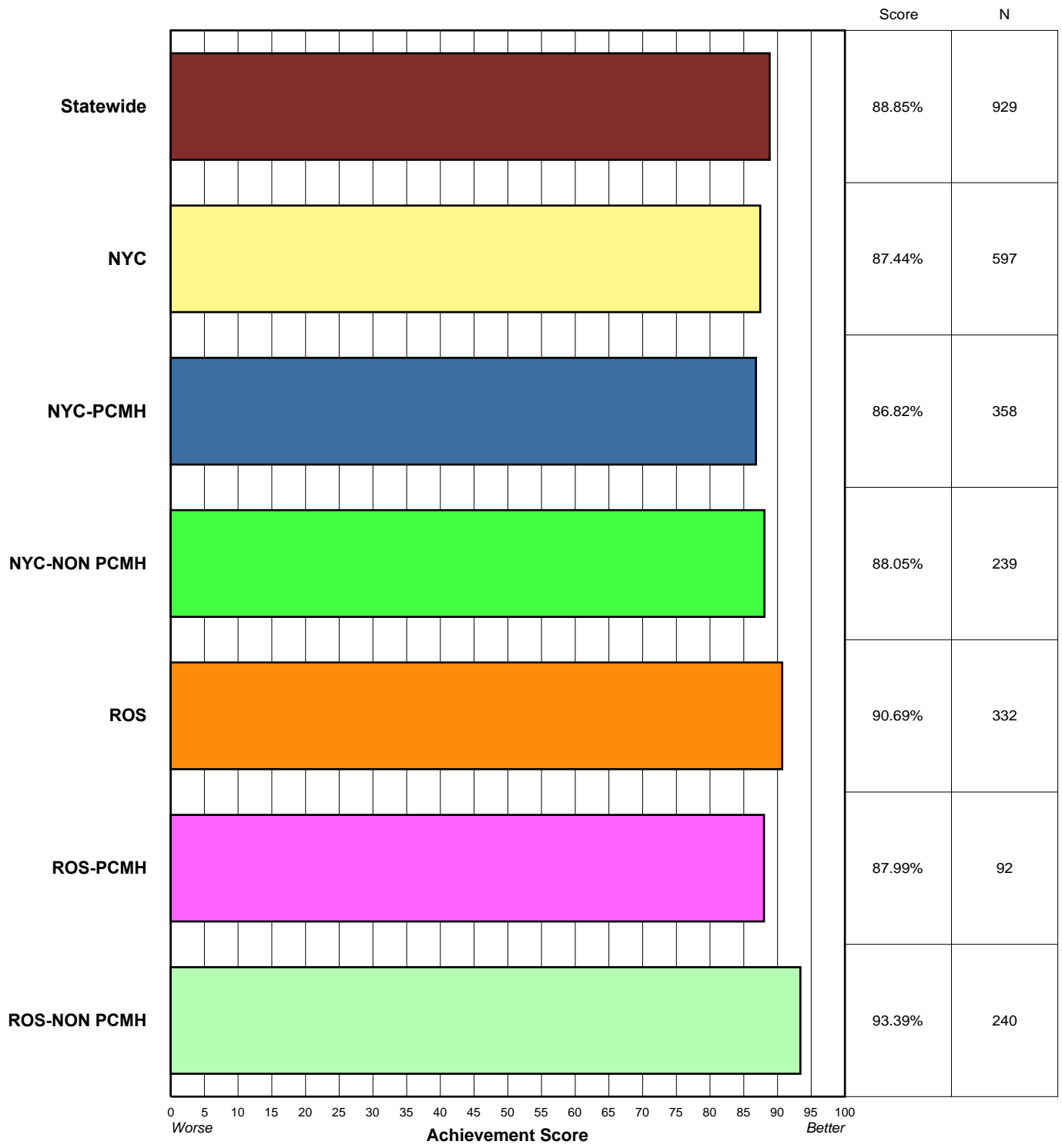


↕ Statistically significantly better/worse than corresponding regional score.

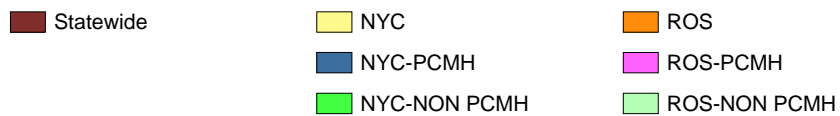


## Communication (Usually or Always)

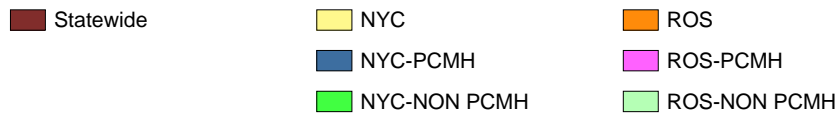
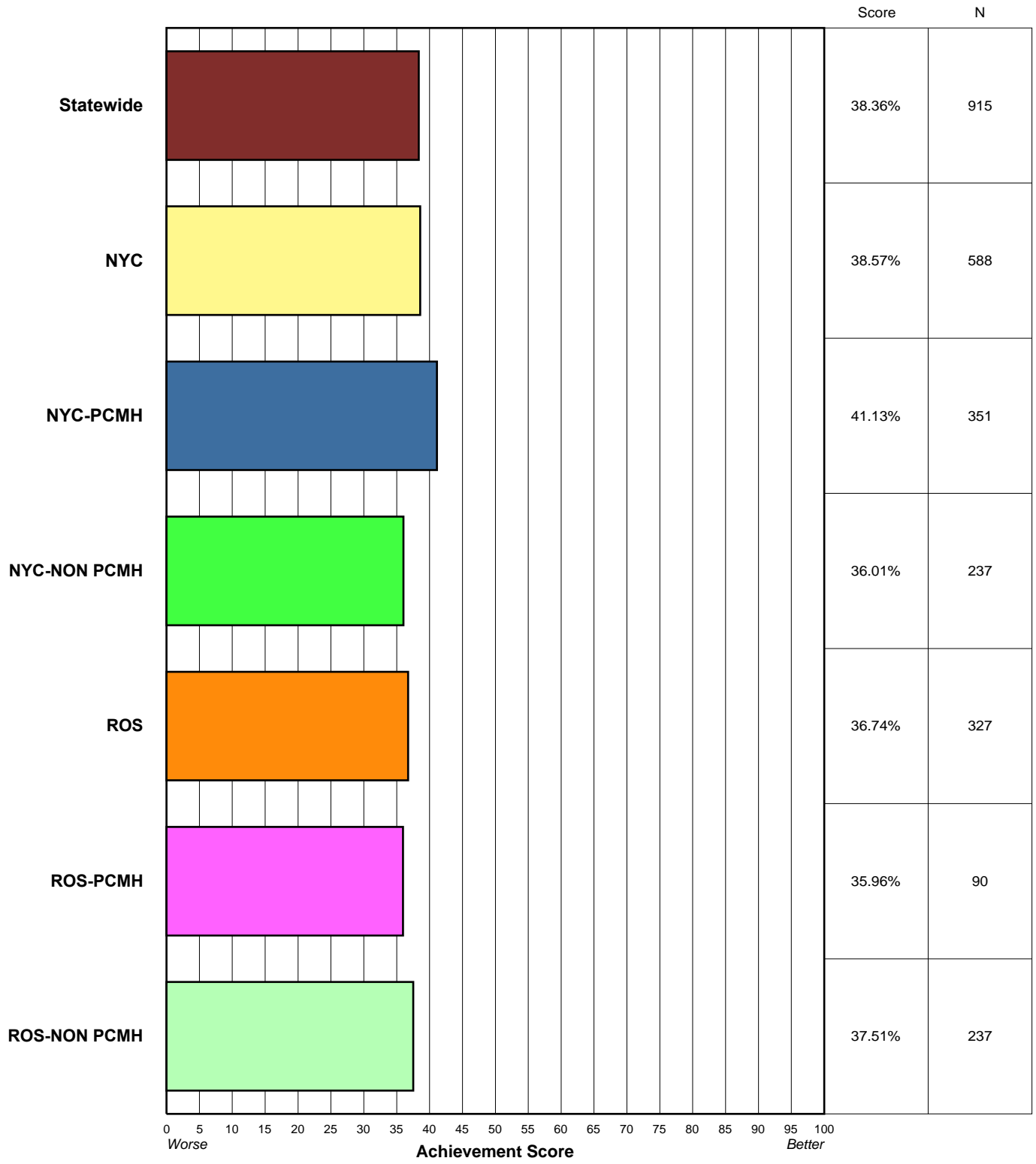
### Q32. Provider usually or always spent enough time with child



↕ Statistically significantly better/worse than corresponding regional score.

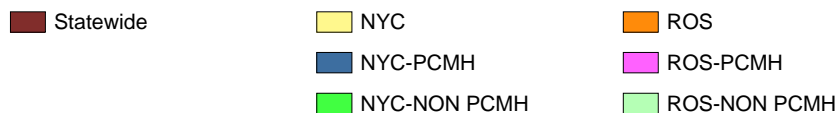
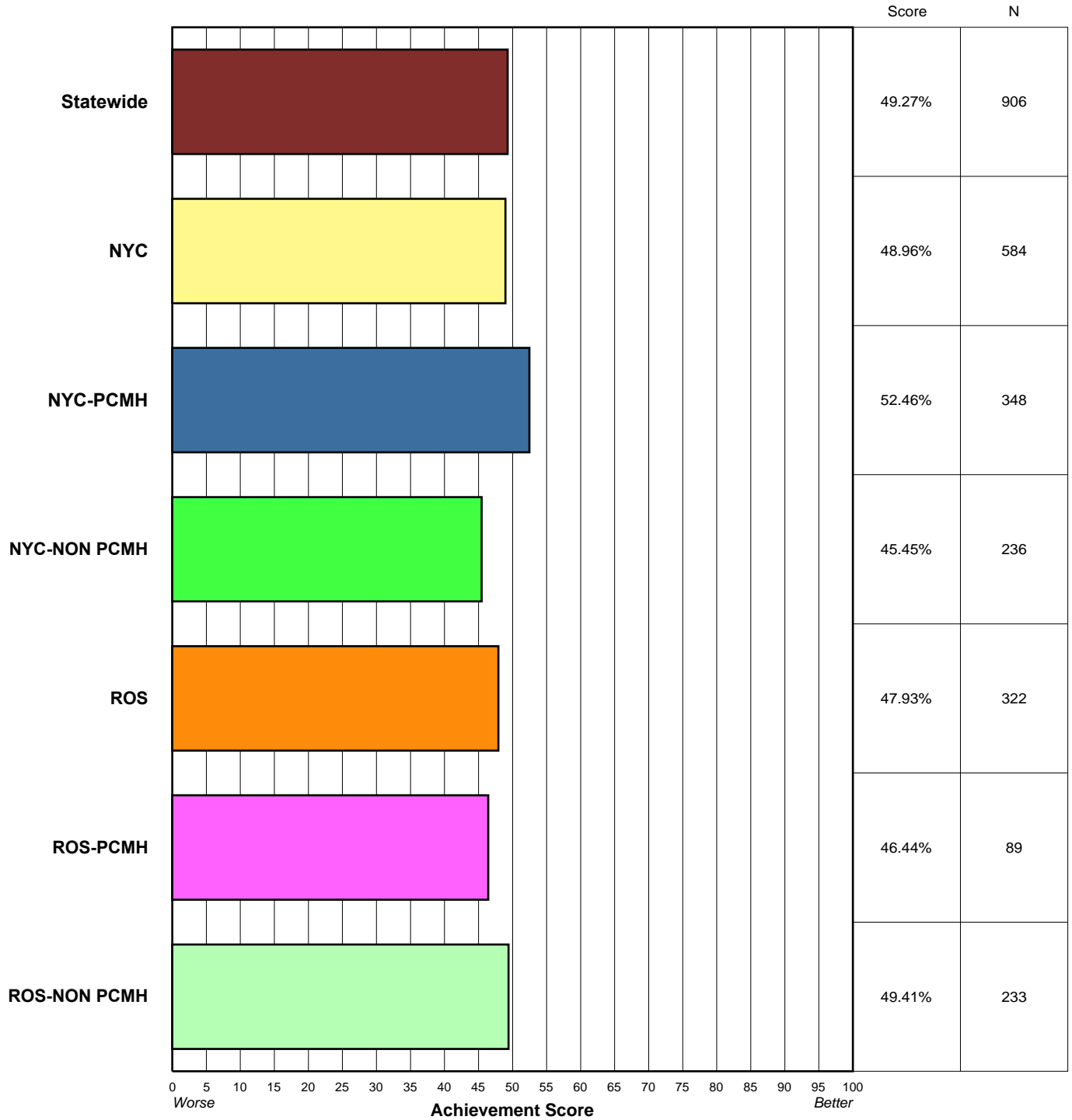


## Discussion of Child Health Management Support (Yes)



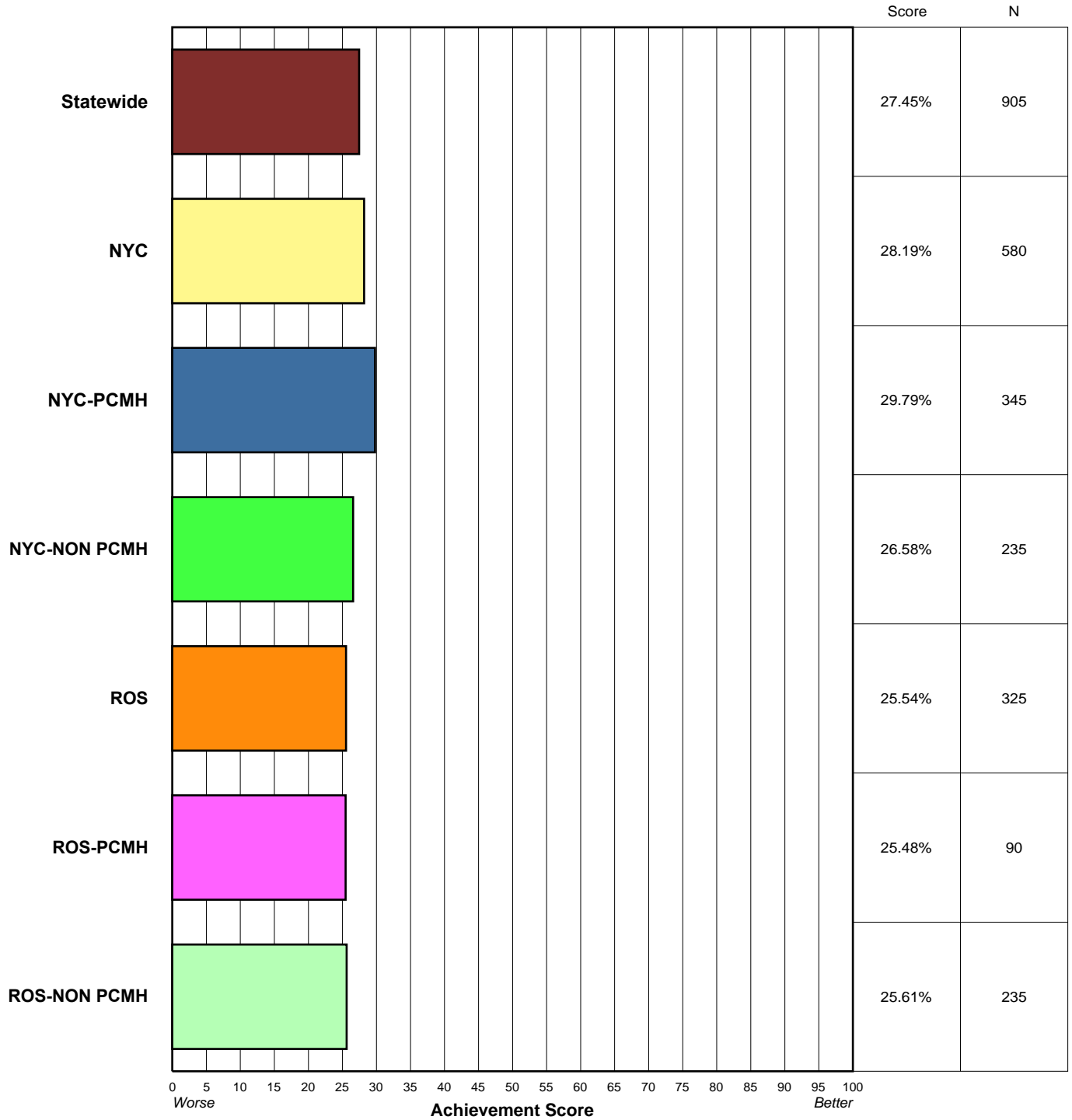
## Discussion of Child Health Management Support (Yes)

**Q49. Someone at provider's office talked with you about specific goals for child's health**

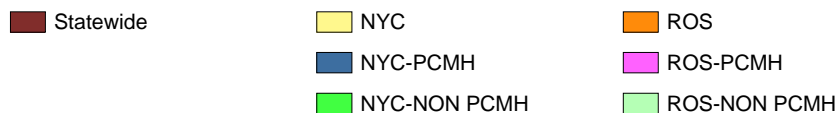


## Discussion of Child Health Management Support (Yes)

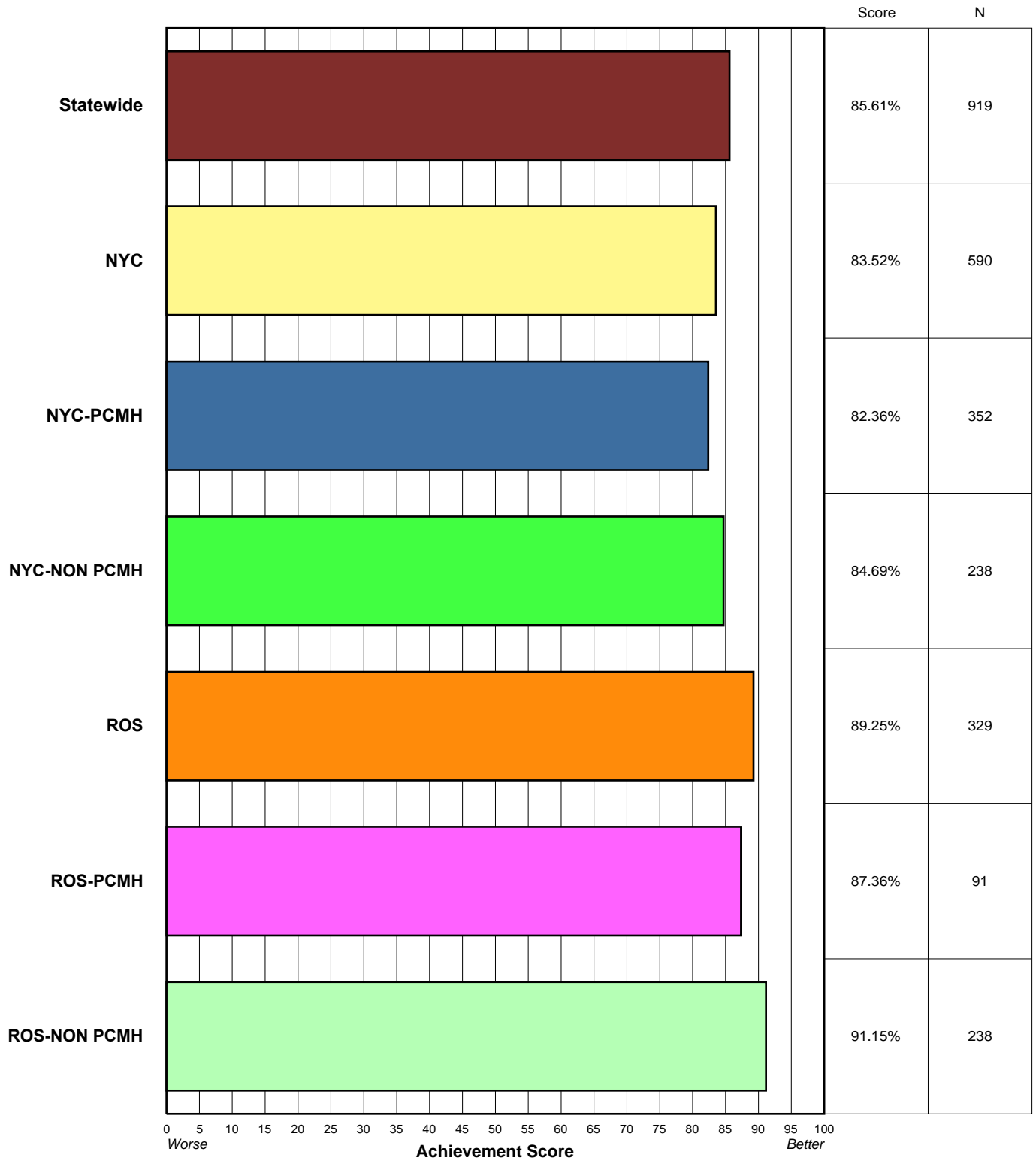
**Q50. Someone at provider's office asked you if there are things that make it hard for you to take care of child's health**



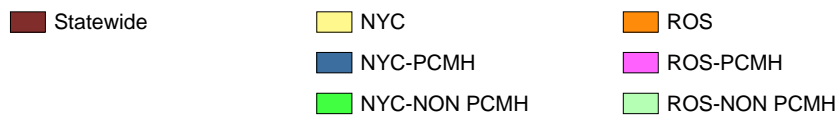
↕ Statistically significantly better/worse than corresponding regional score.



### Satisfaction with Office Staff (Usually or Always)



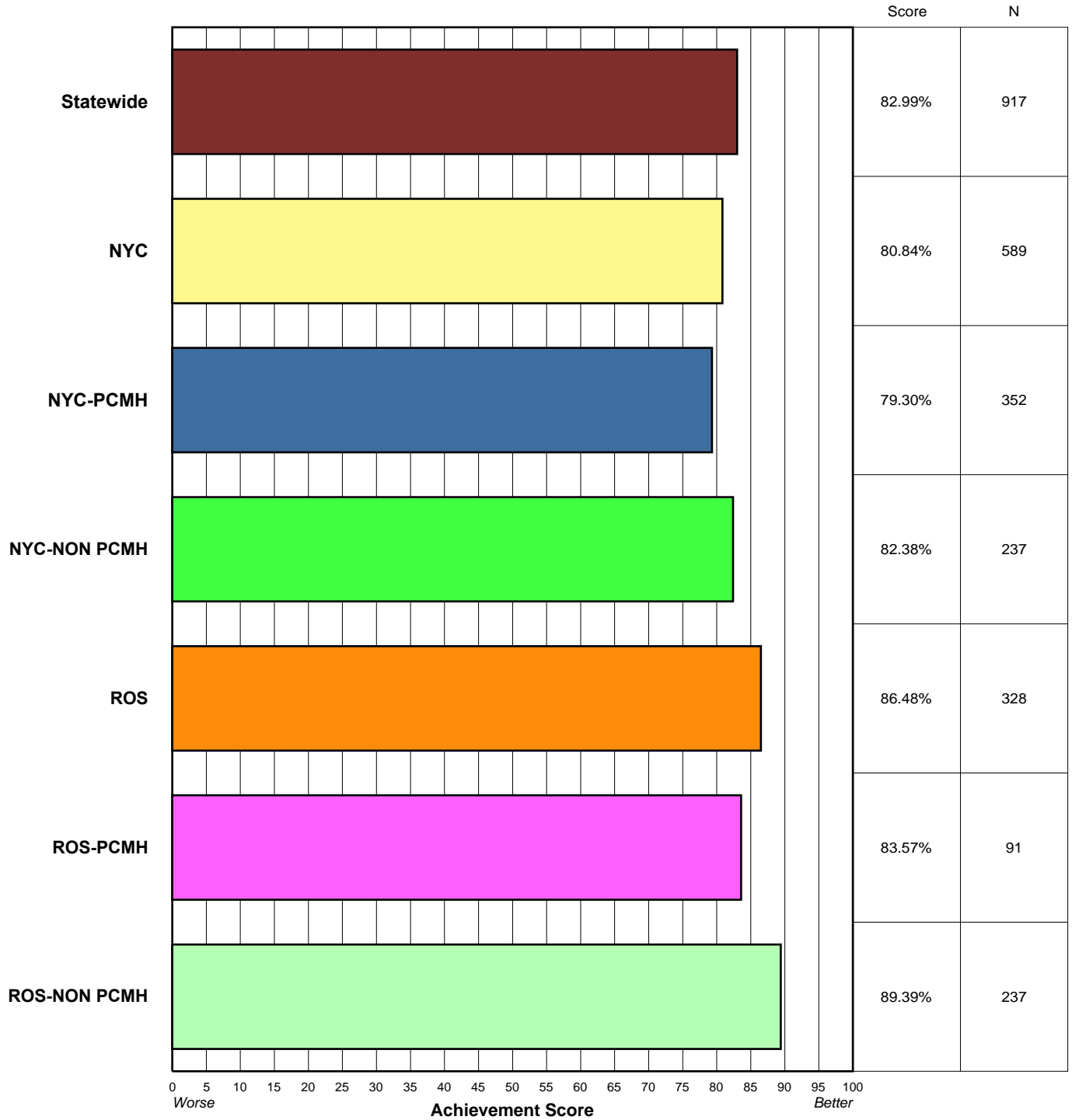
↕ Statistically significantly better/worse than corresponding regional score.



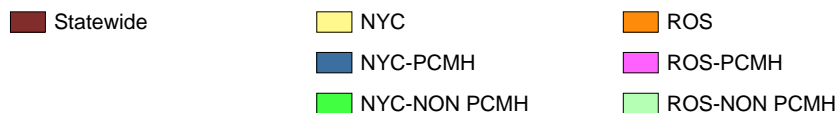


### Satisfaction with Office Staff (Usually or Always)

**Q53. Clerks and receptionists at provider's office usually or always as helpful as you thought they should be**

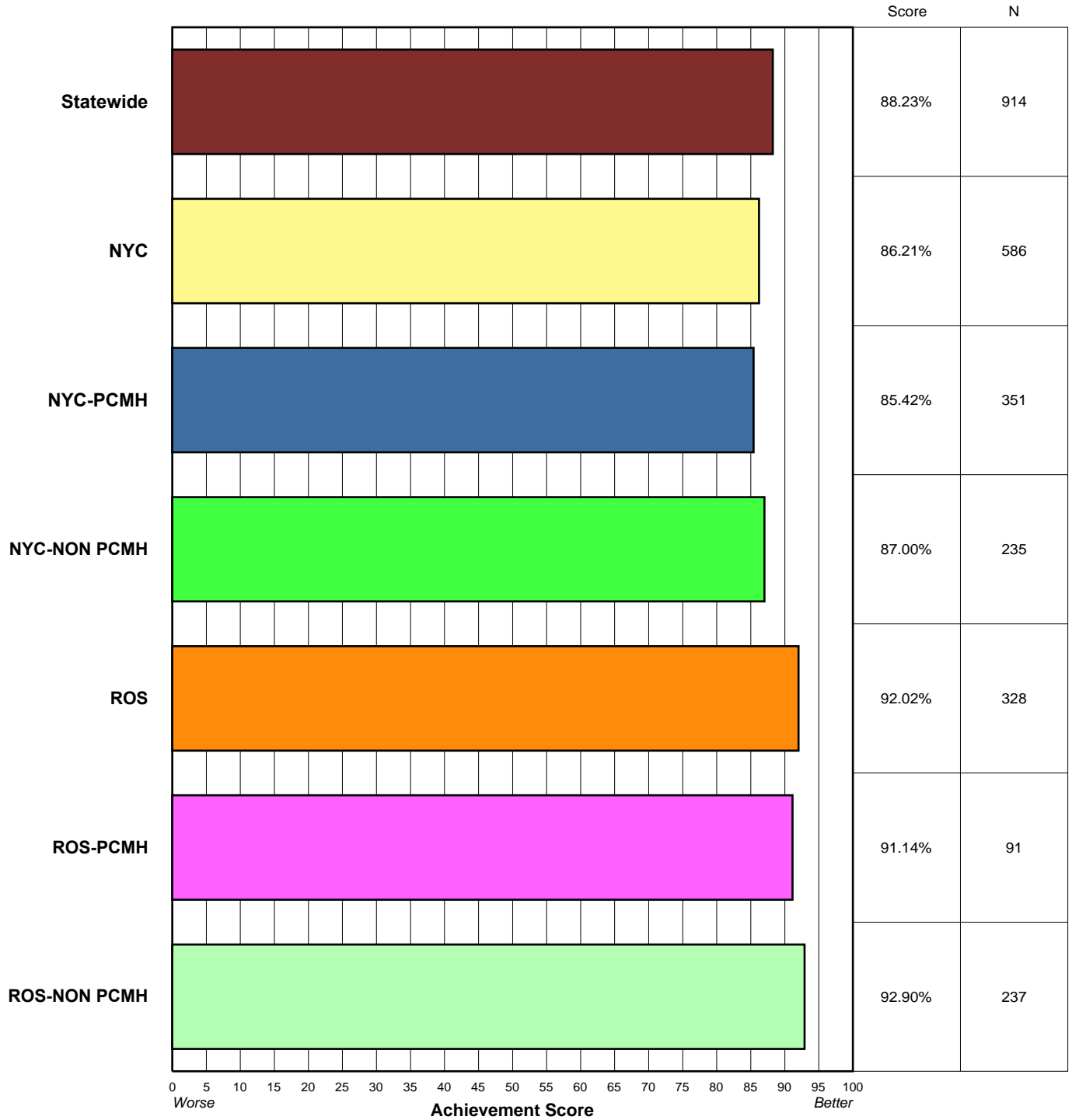


↕ Statistically significantly better/worse than corresponding regional score.

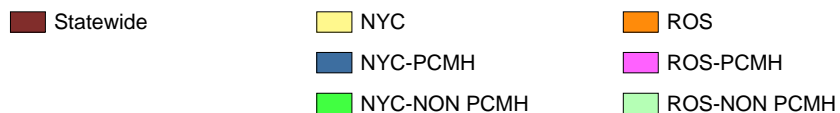


### Satisfaction with Office Staff (Usually or Always)

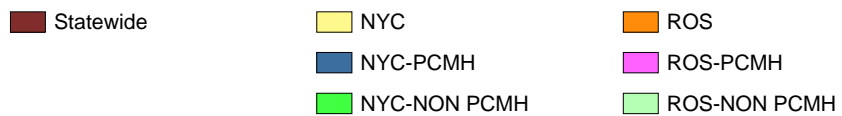
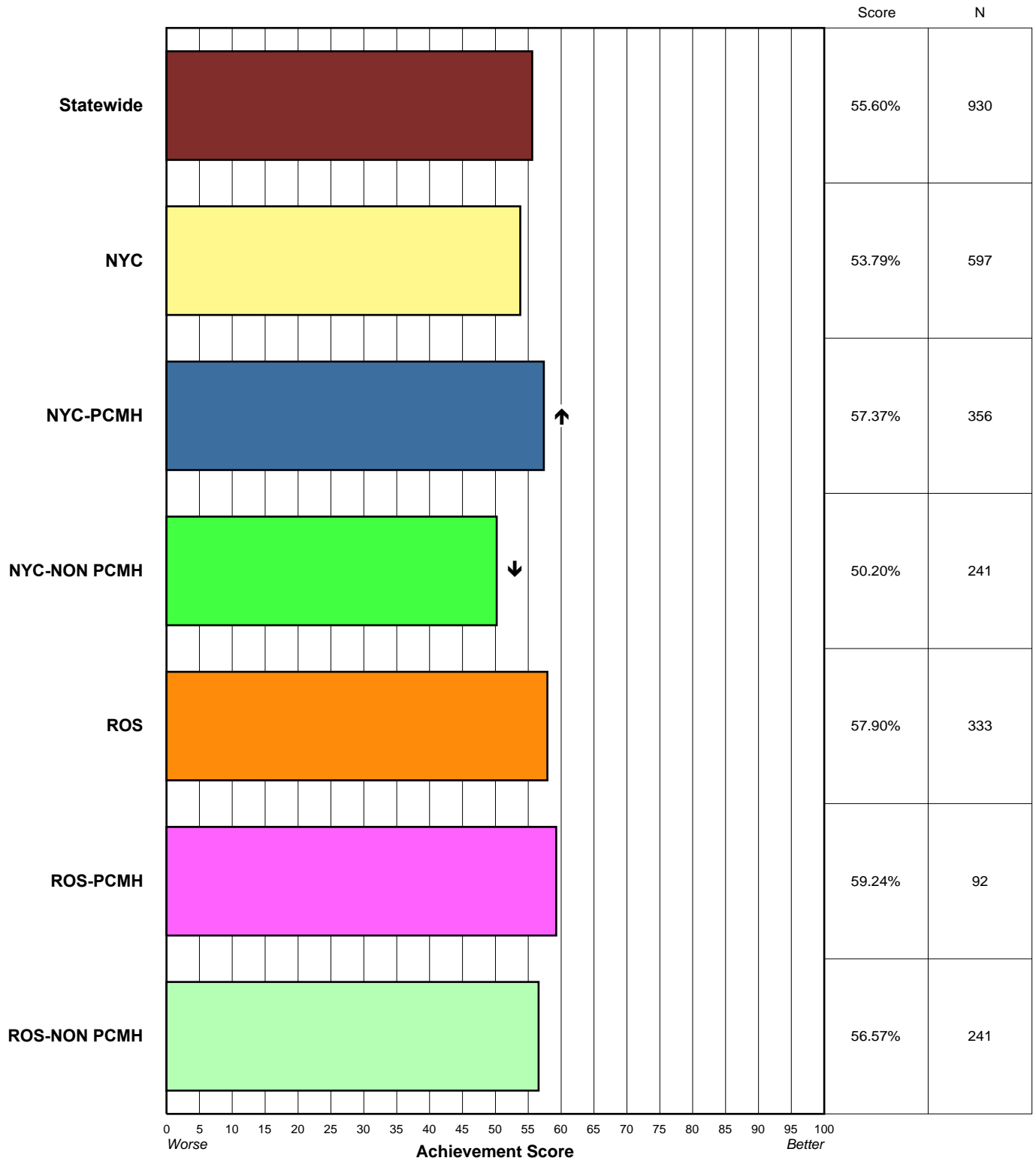
**Q54. Clerks and receptionists at provider's office usually or always treated you with courtesy and respect**



↕ Statistically significantly better/worse than corresponding regional score.

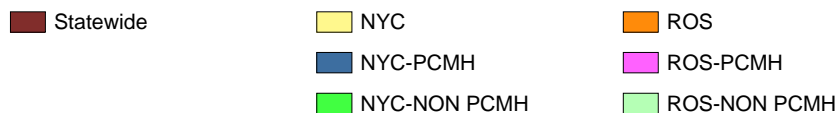
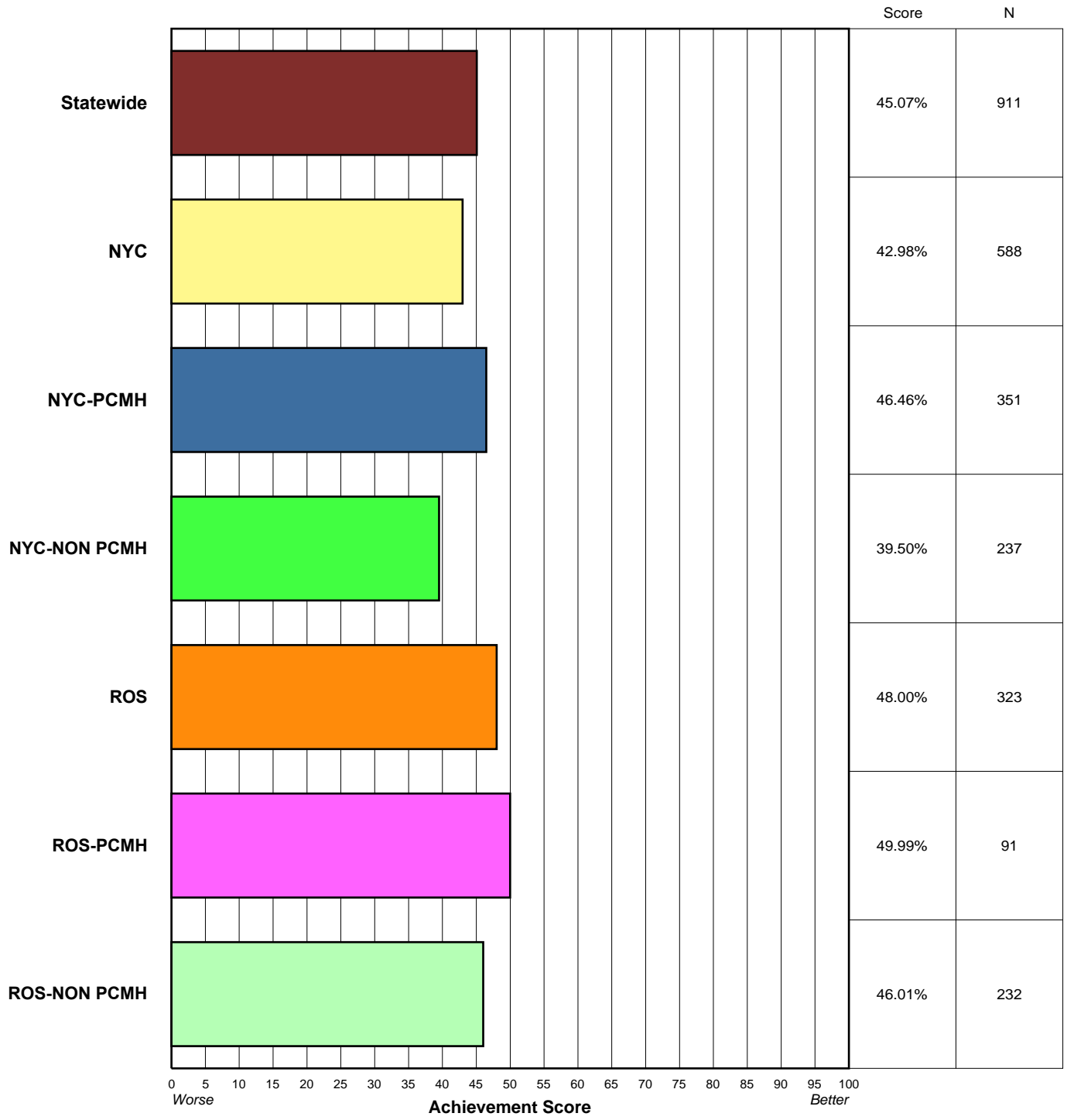


### Discussion of Child Development (Yes)



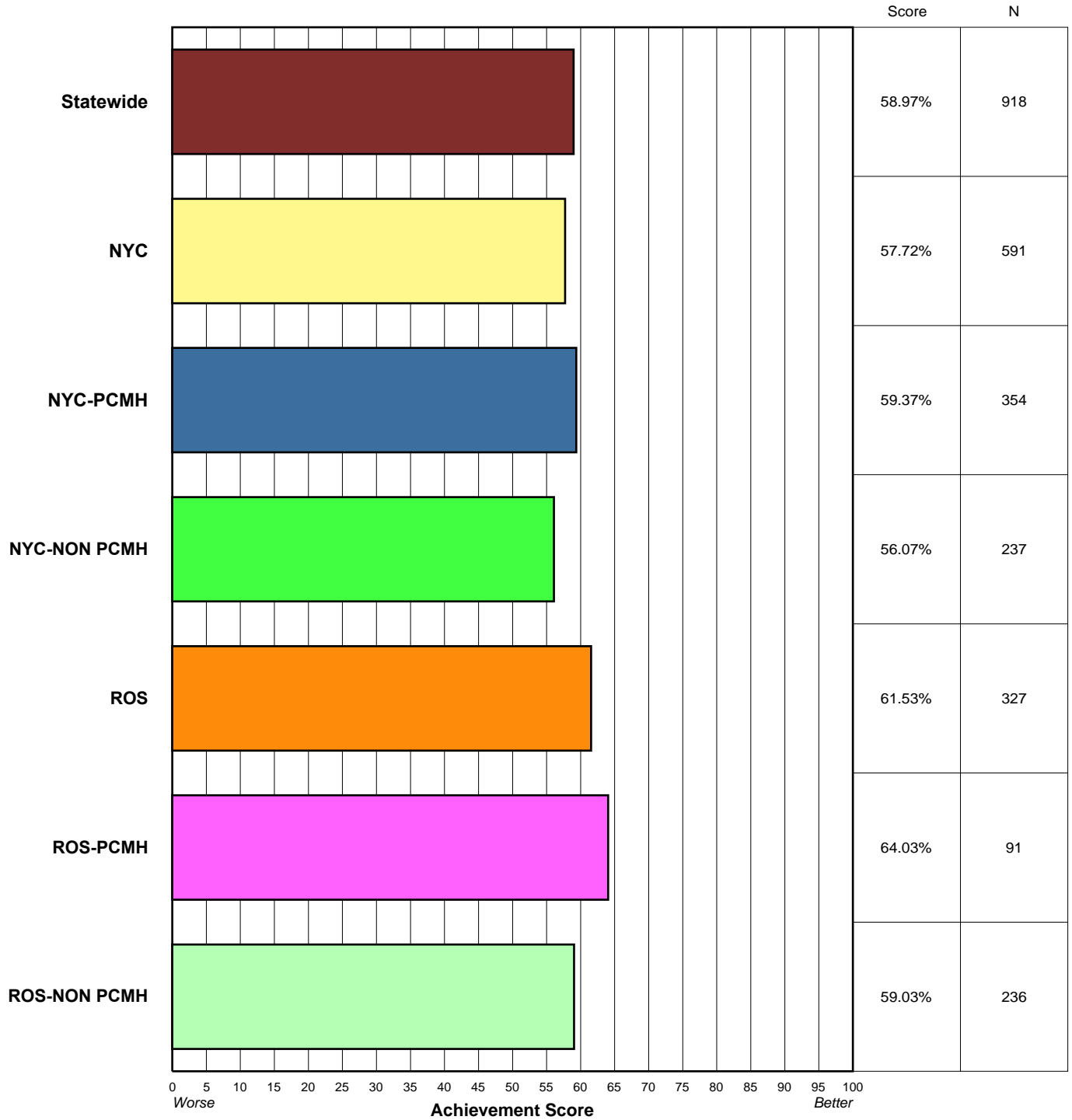
## Discussion of Child Development (Yes)

### Q38. Someone at provider's office talked with you about child's learning ability

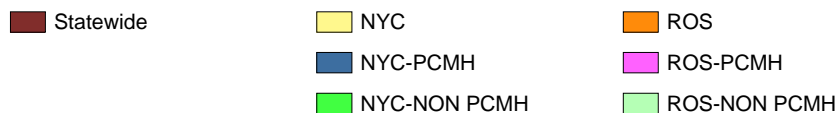


## Discussion of Child Development (Yes)

**Q39. Someone at provider's office talked with you about behaviors that are normal for child at this age**

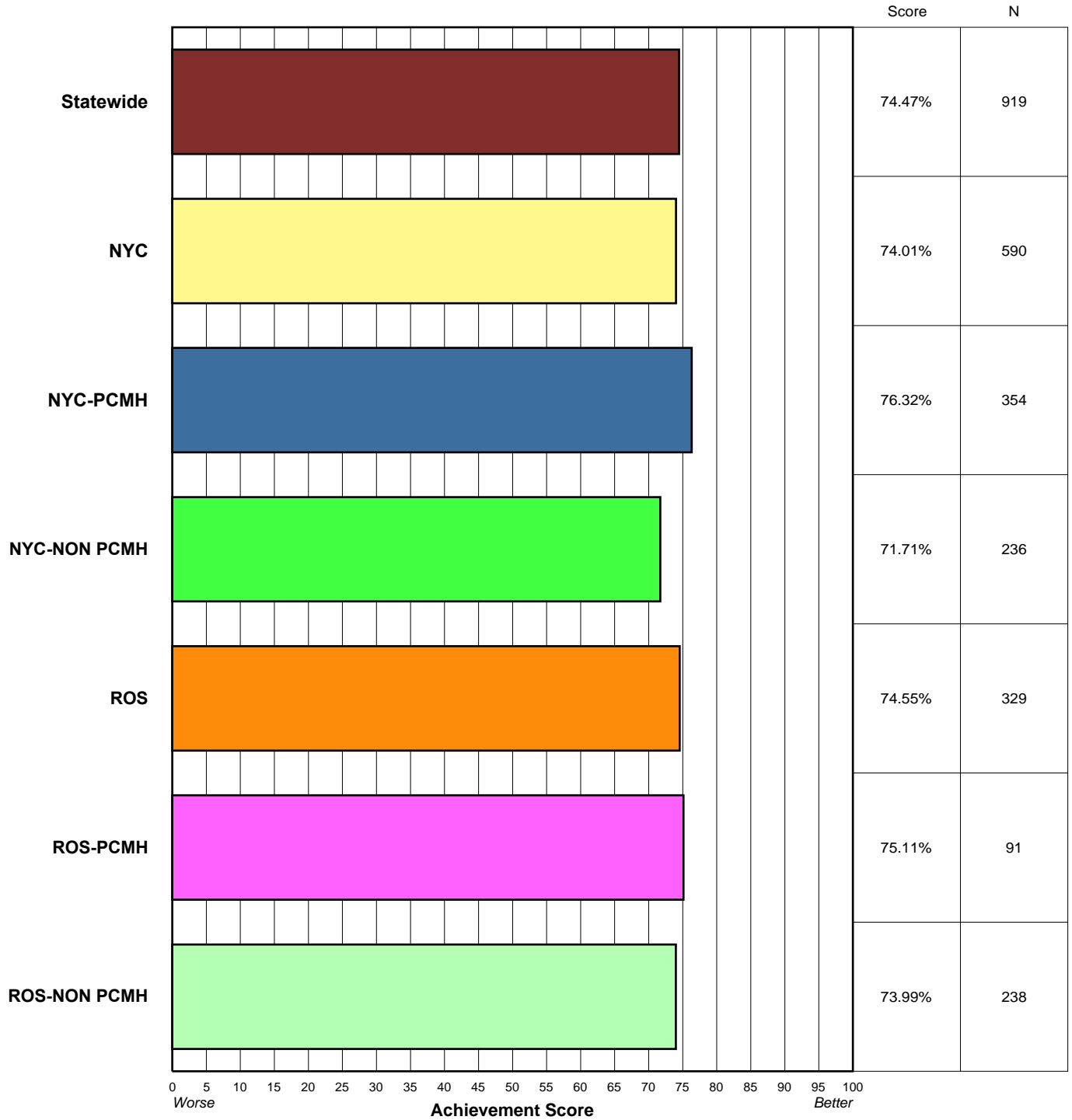


↕ Statistically significantly better/worse than corresponding regional score.

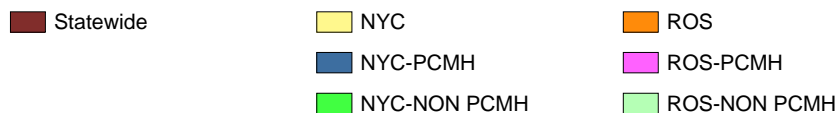


### Discussion of Child Development (Yes)

**Q40. Someone at provider's office talked with you about how child's body is growing**

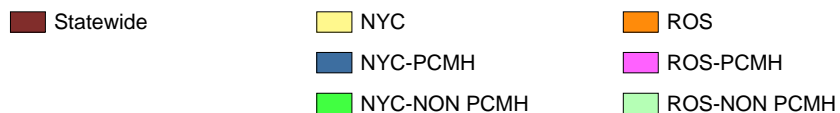
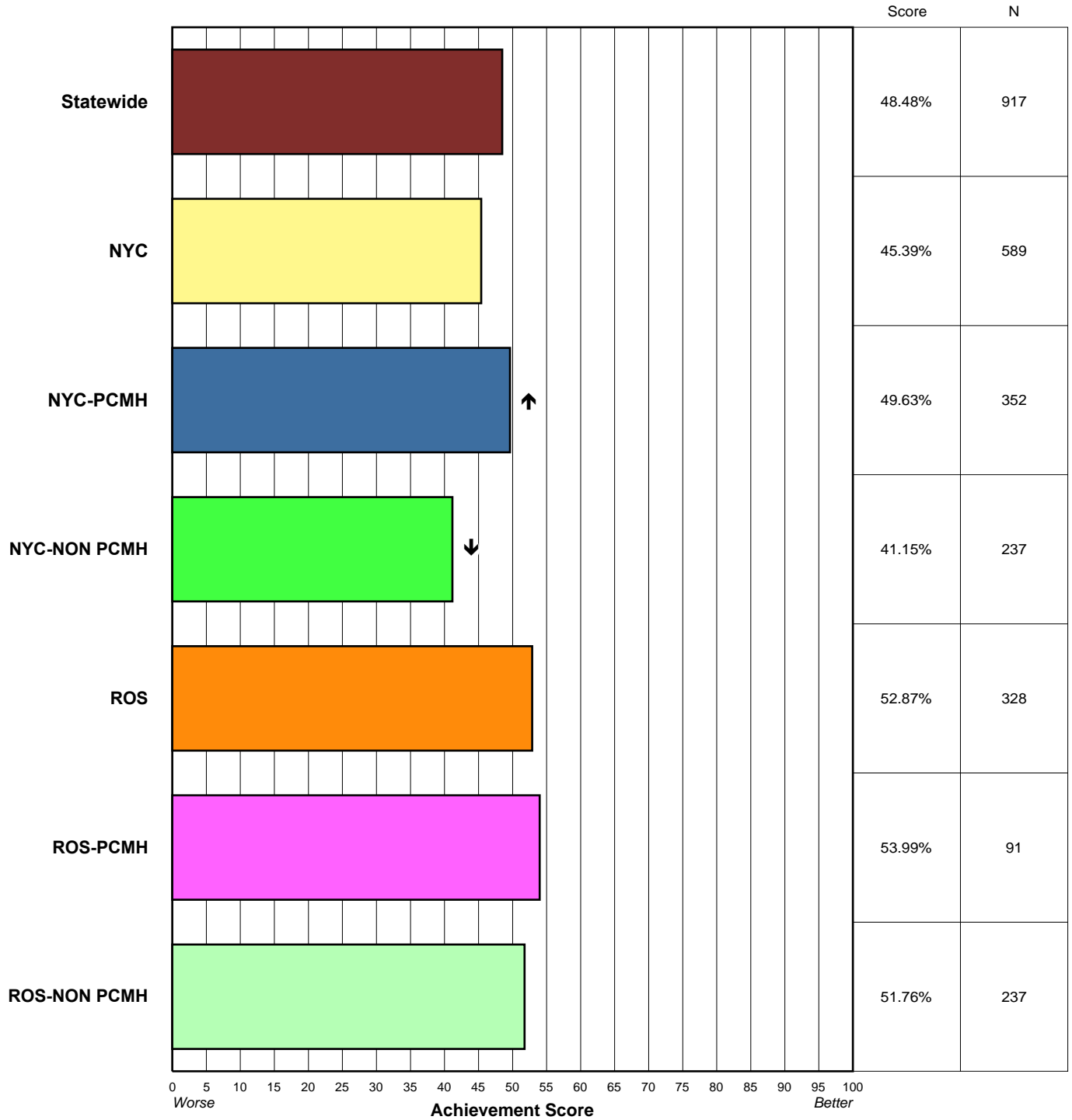


↕ Statistically significantly better/worse than corresponding regional score.



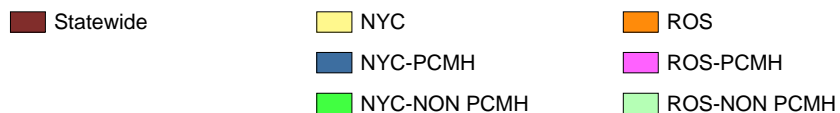
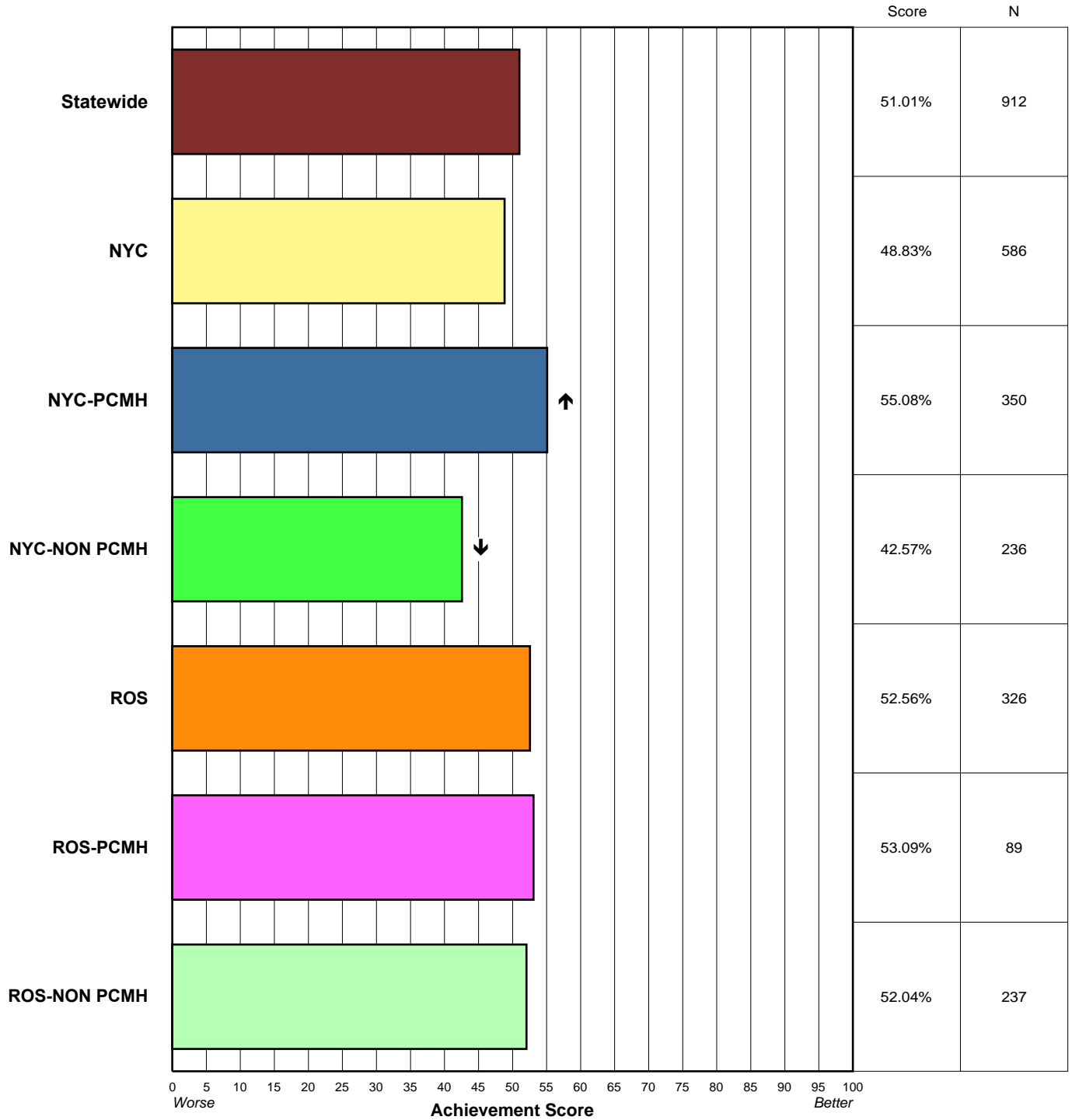
## Discussion of Child Development (Yes)

### Q41. Someone at provider's office talked with you about child's moods and emotions



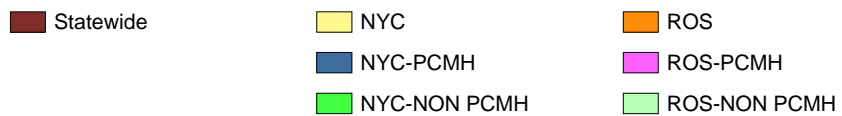
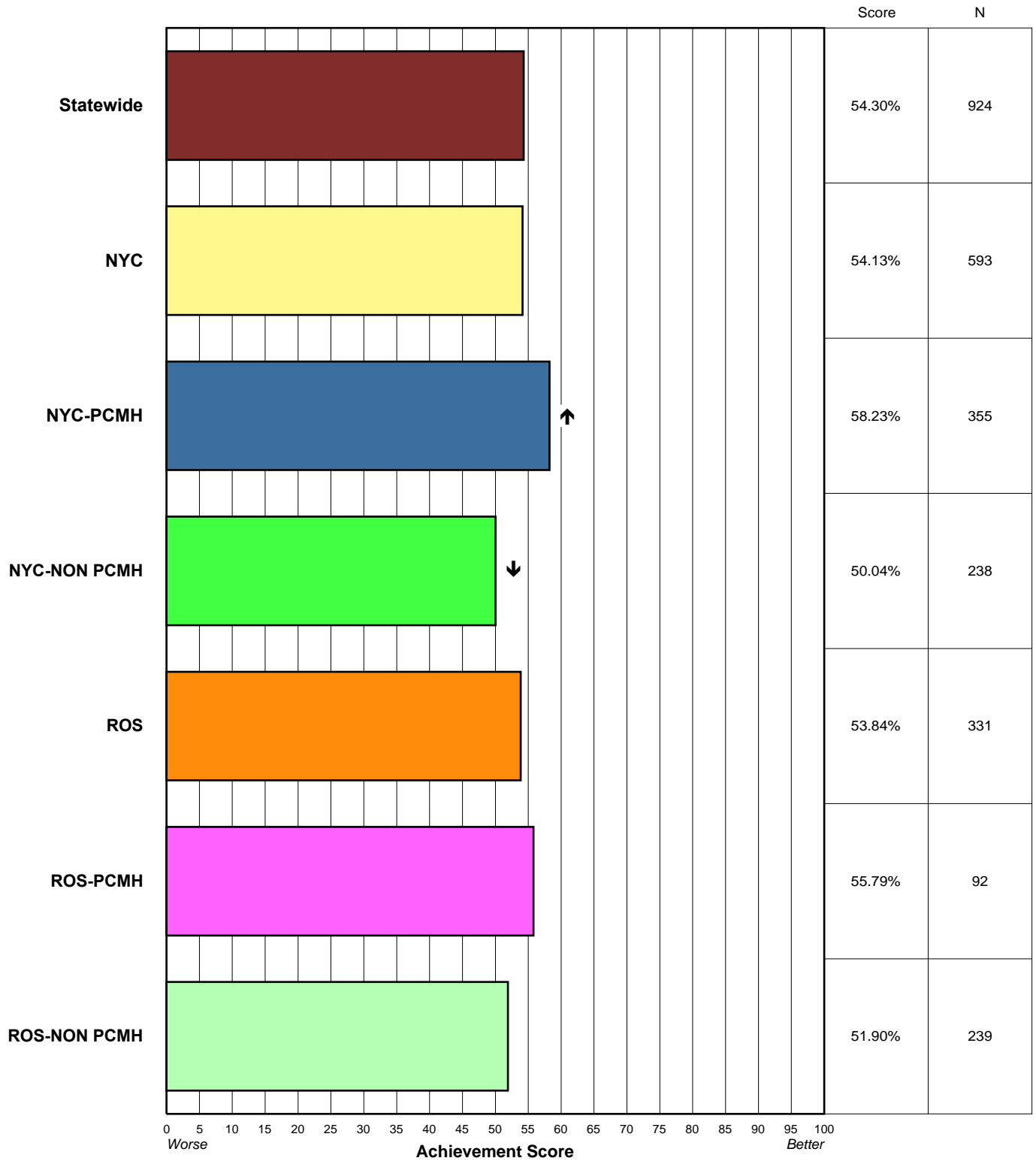
## Discussion of Child Development (Yes)

**Q47. Someone at provider's office talked with you about how child gets along with others**



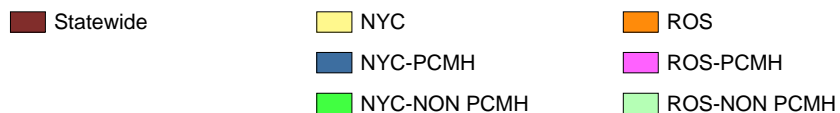
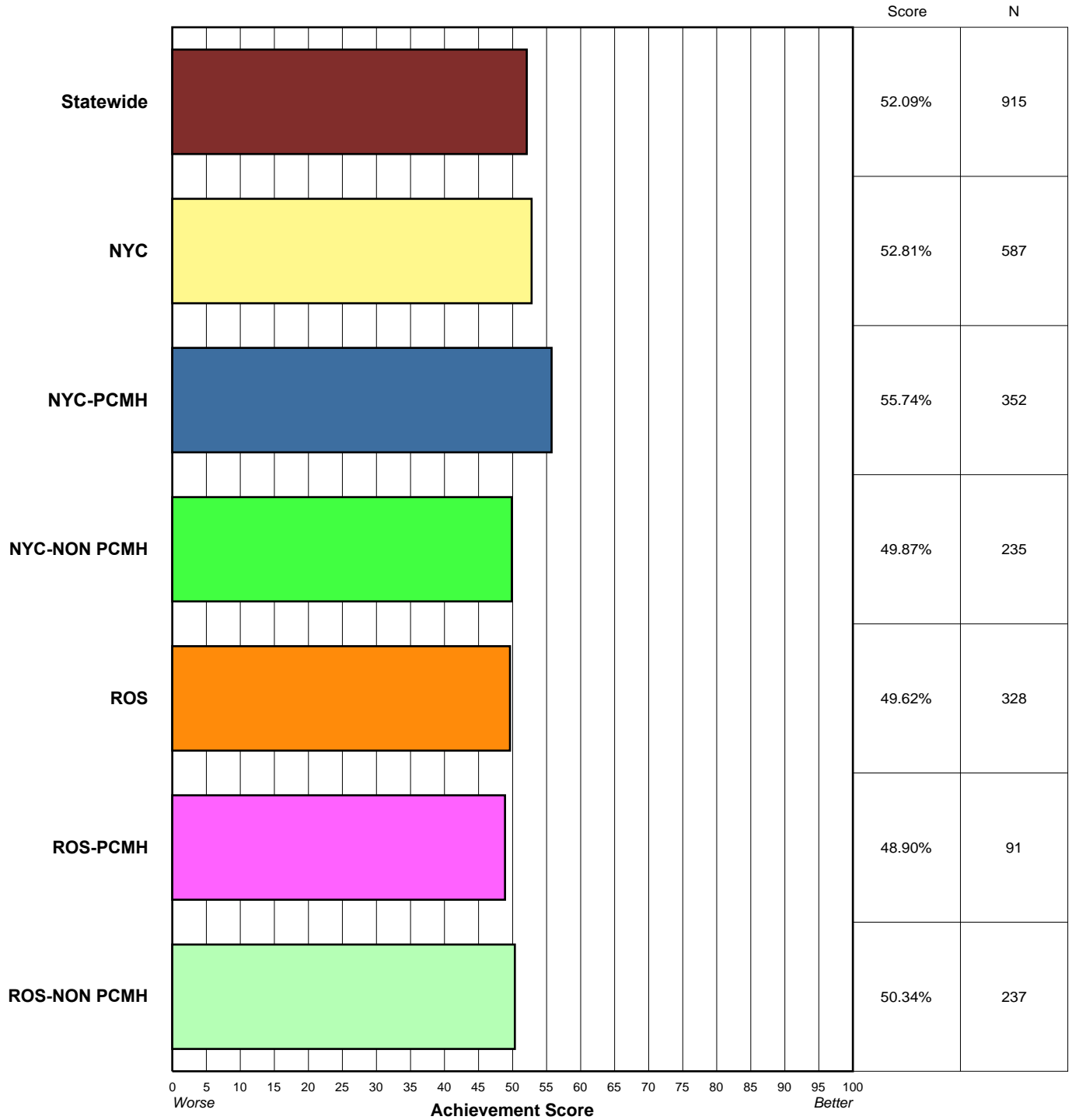


## Discussion of Injury Prevention and Wellness (Yes)



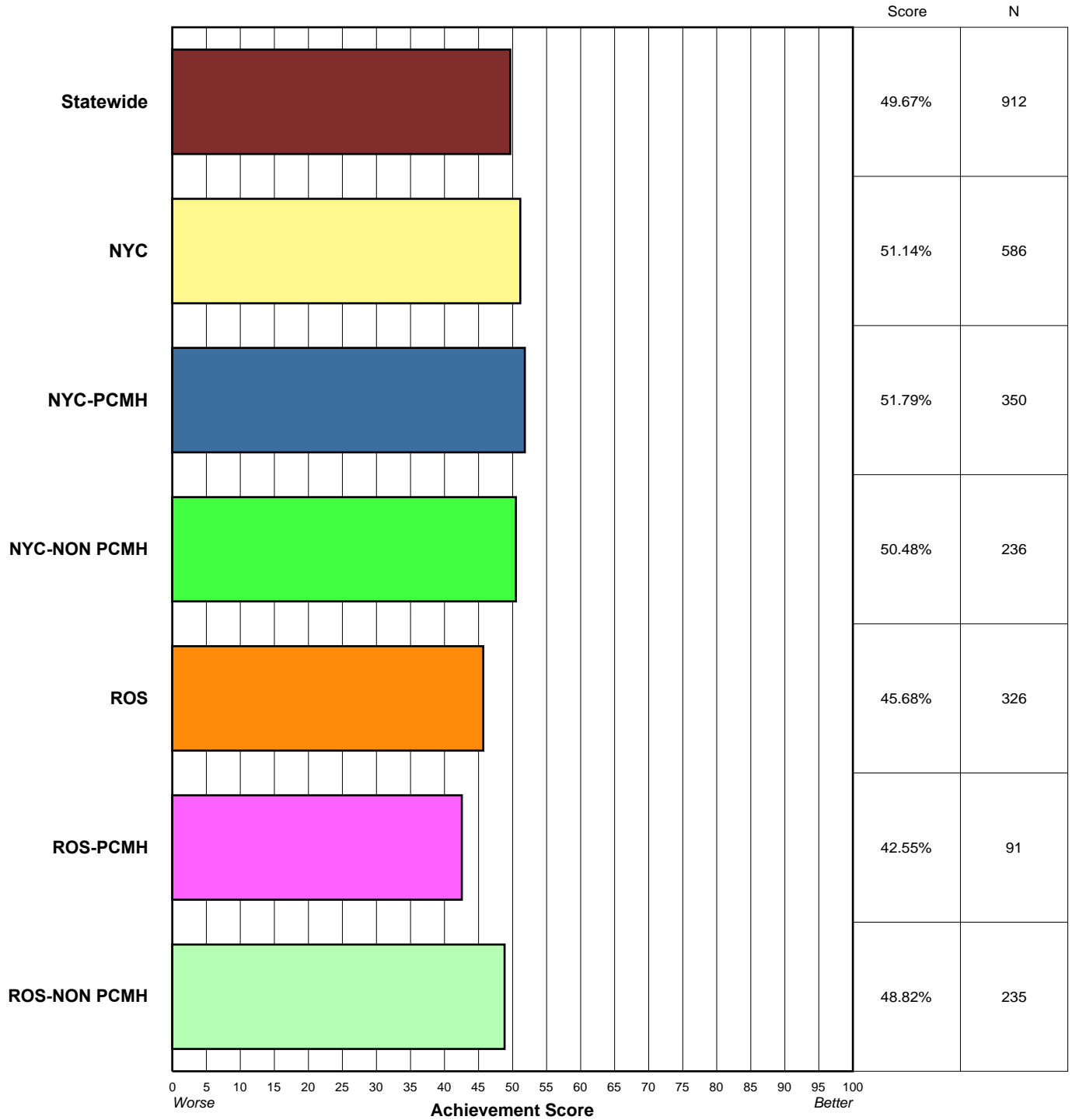
## Discussion of Injury Prevention and Wellness (Yes)

**Q42. Someone at provider's office talked with you about things you can do to keep child from getting injured**

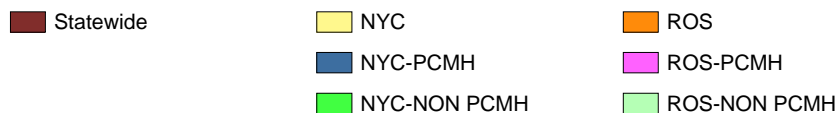


### Discussion of Injury Prevention and Wellness (Yes)

**Q43. Someone at provider's office gave you information about how to keep child from getting injured**

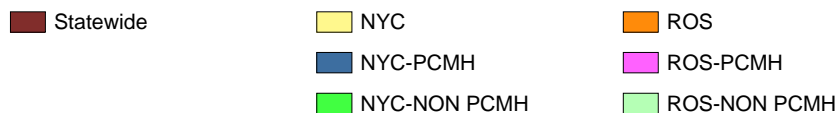
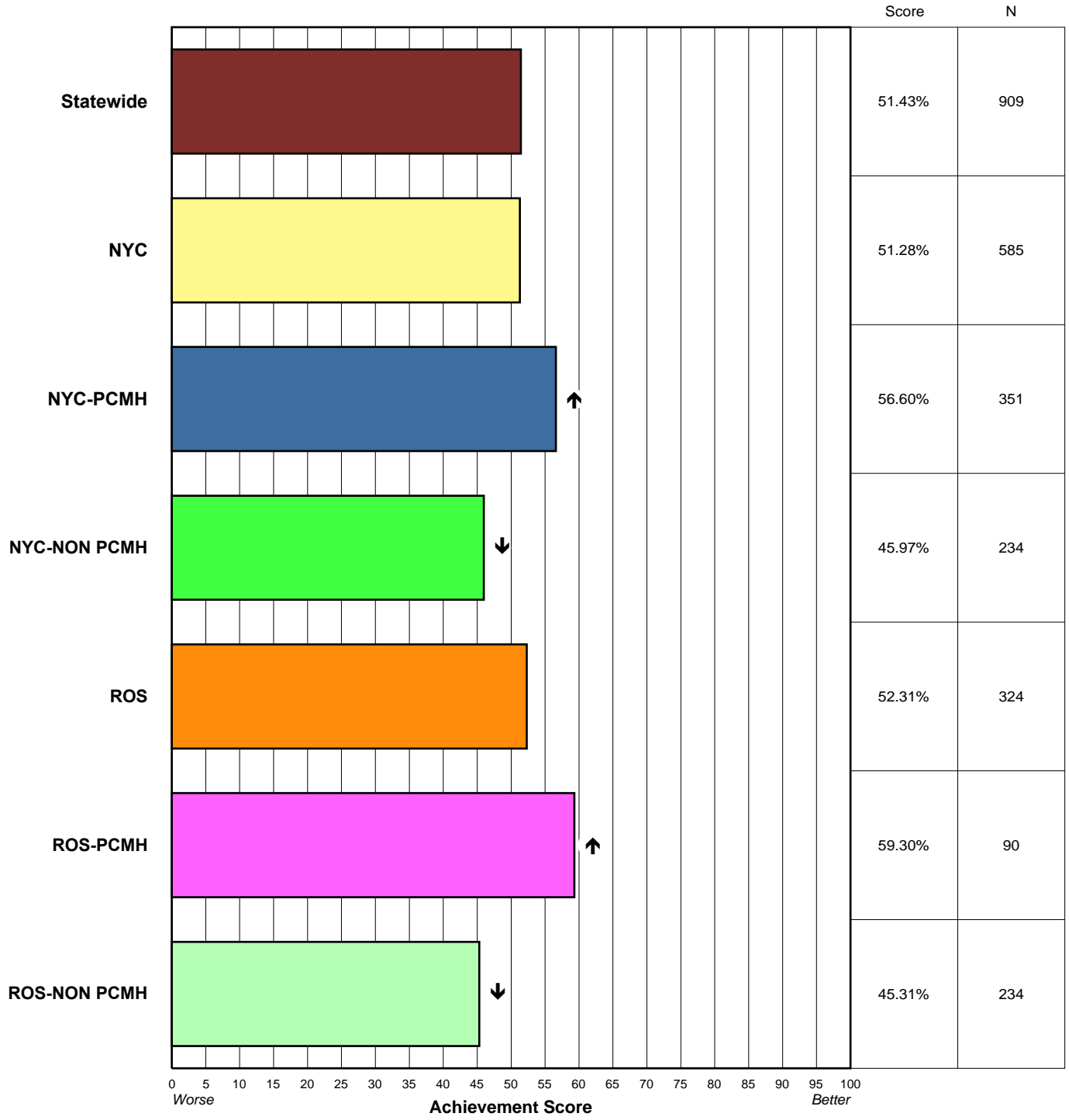


↕ Statistically significantly better/worse than corresponding regional score.



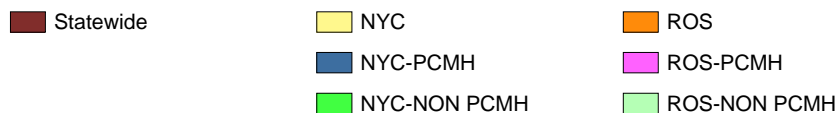
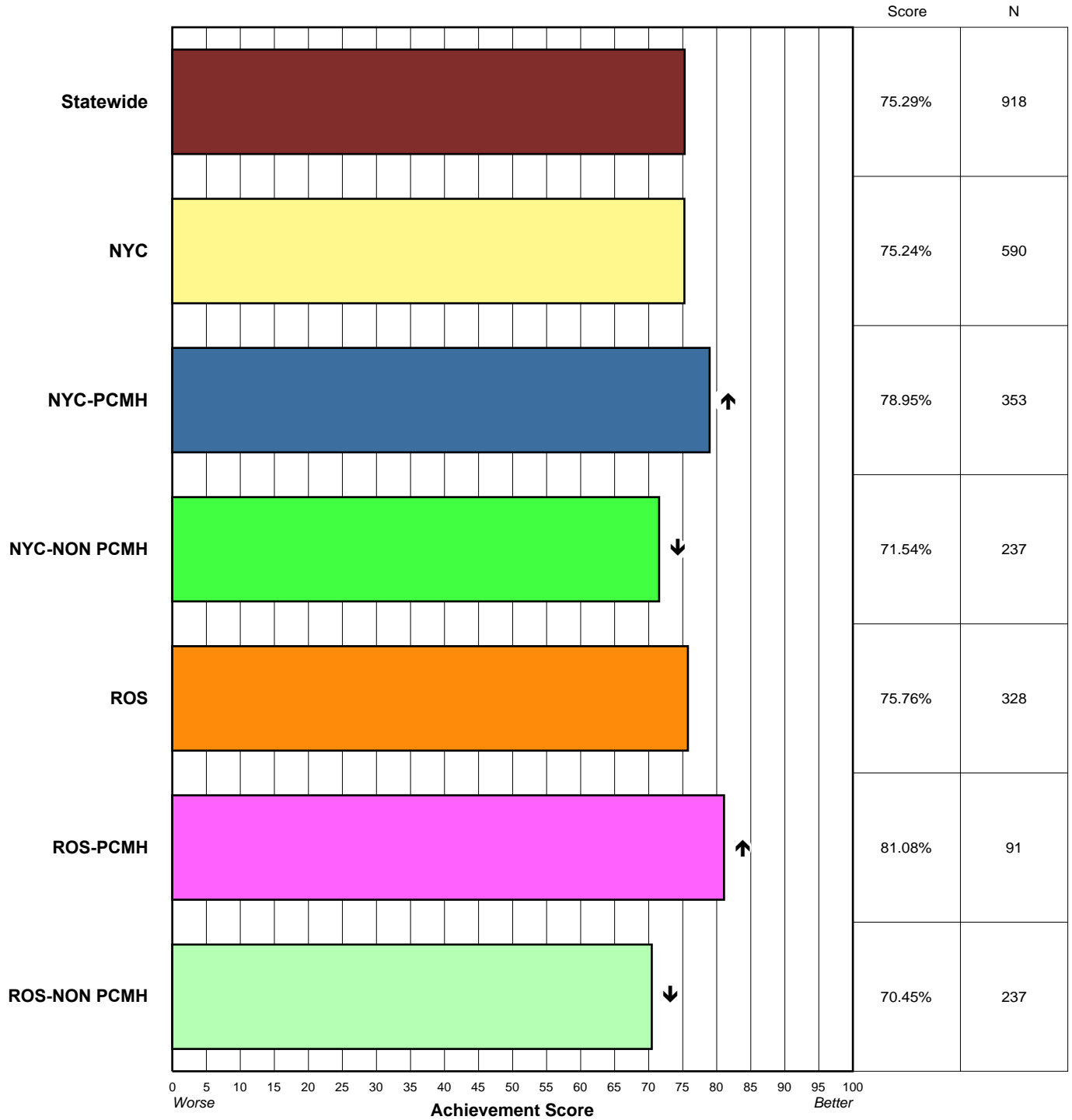
### Discussion of Injury Prevention and Wellness (Yes)

**Q44. Someone at provider's office talked with you about how much time child spends on a computer and in front of a TV**



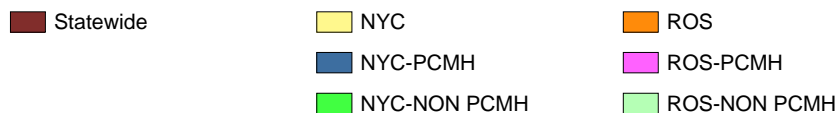
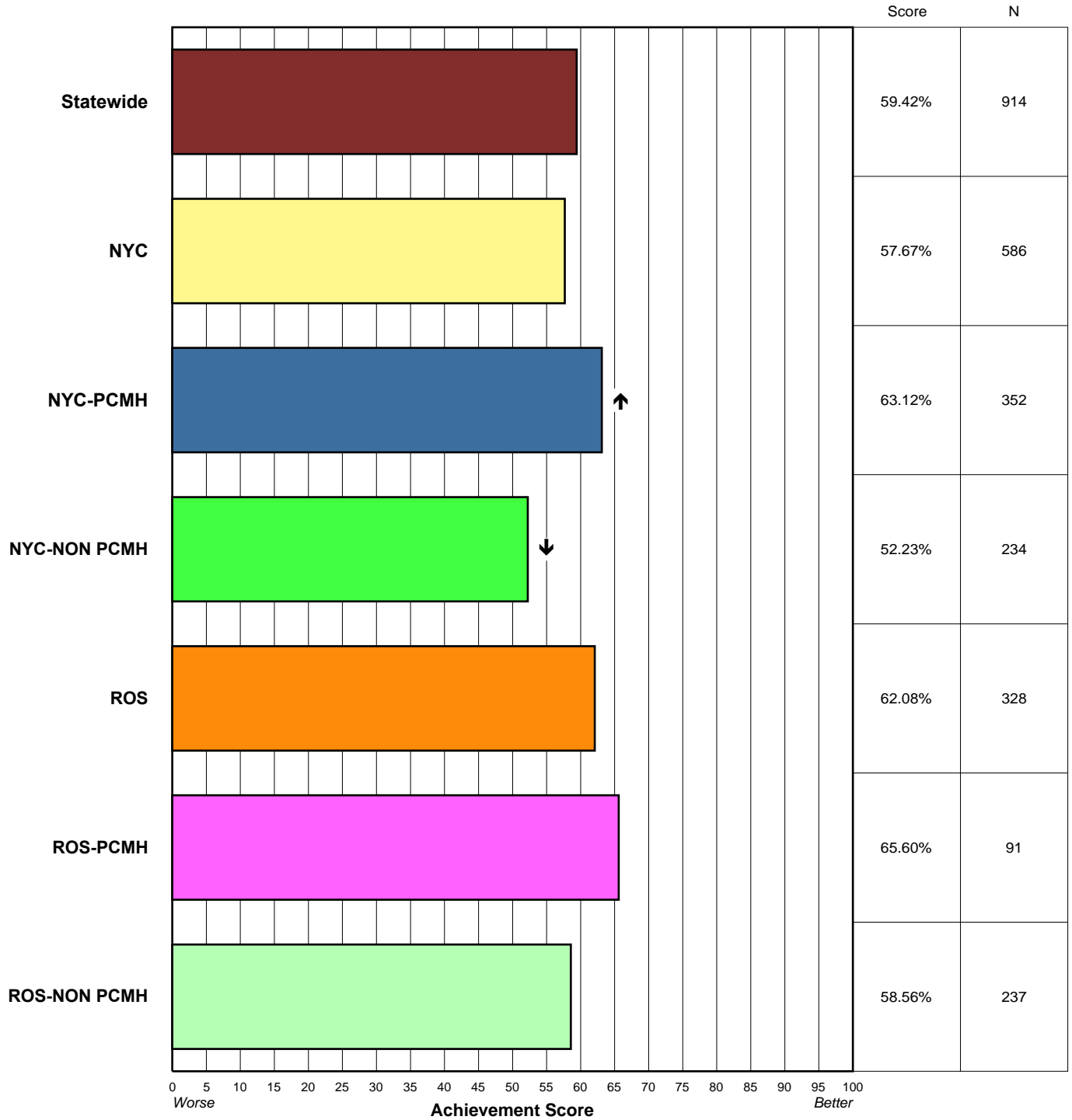
## Discussion of Injury Prevention and Wellness (Yes)

**Q45. Someone at provider's office talked with you about how much or what kind of food child eats**



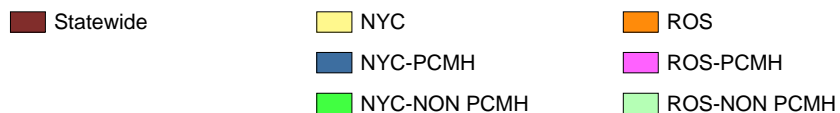
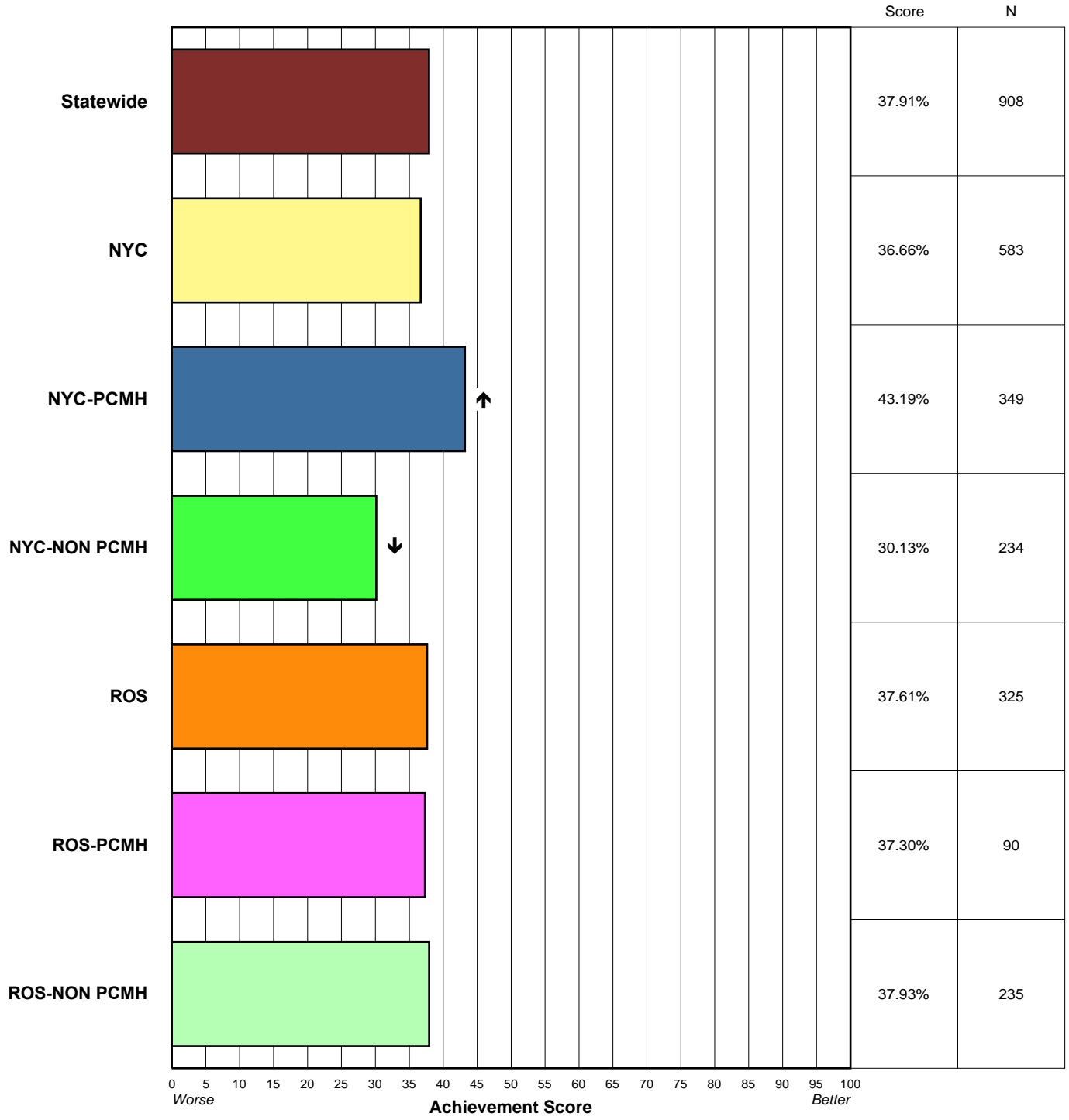
## Discussion of Injury Prevention and Wellness (Yes)

**Q46. Someone at provider's office talked with you about how much or what kind of exercise child gets**



### Discussion of Injury Prevention and Wellness (Yes)

**Q48. Someone at provider's office talked with you about whether there are any problems in your household that might affect child**

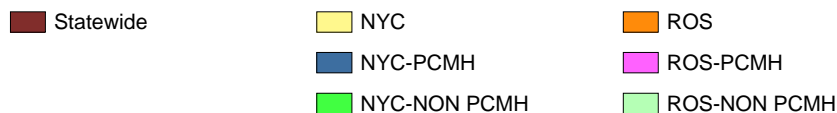
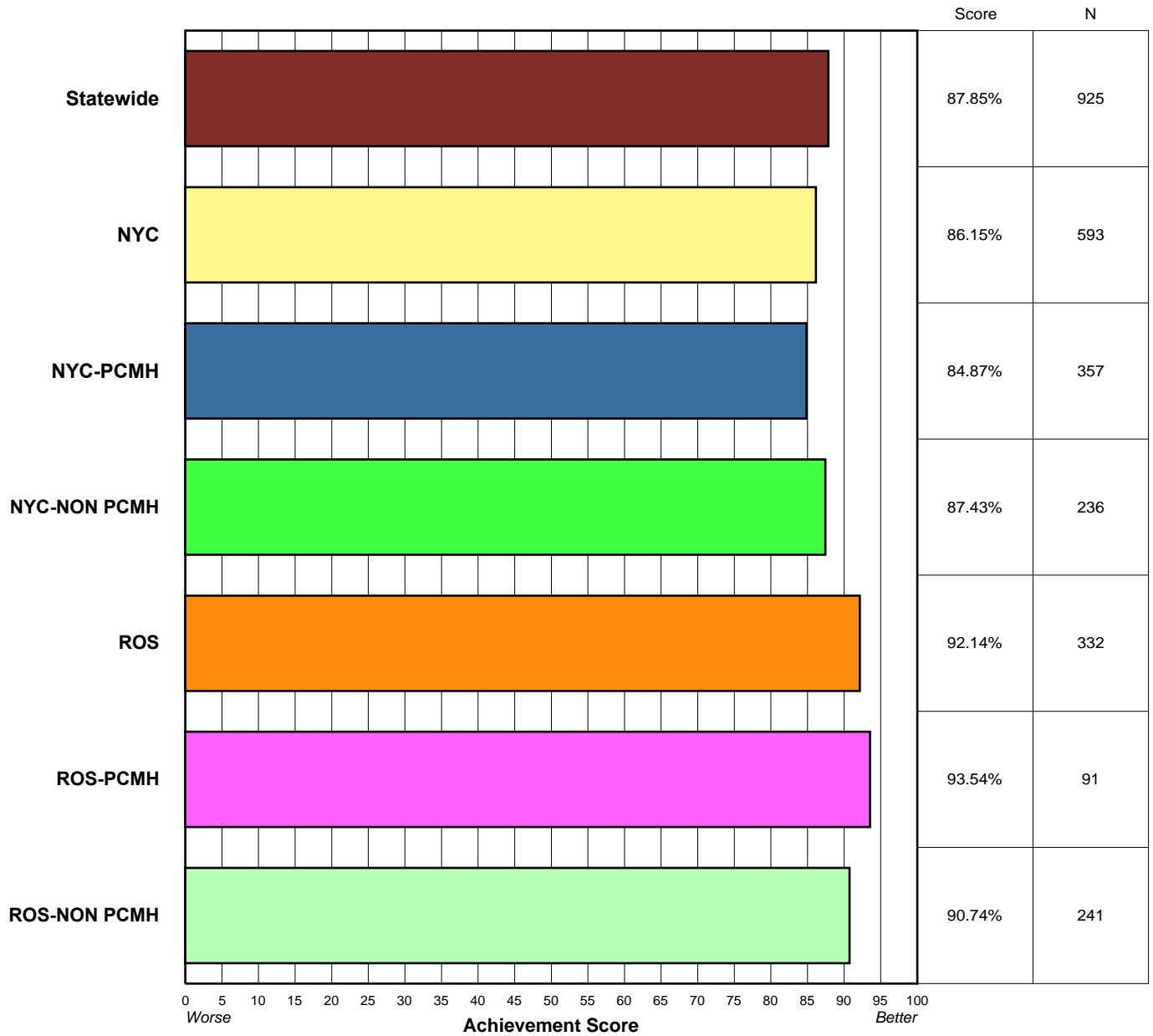


## Provider Rating

The CAHPS® PCMH survey uses a 0-10 rating for assessing overall experience with the provider. In the following table, proportions of respondents assigning a rating of 8, 9, or 10 are reported as an achievement score.

Statewide and regional results for PCMH and NON PCMH practices are presented for each graph. Regional strata are compared to the appropriate regional average to determine statistical significance.

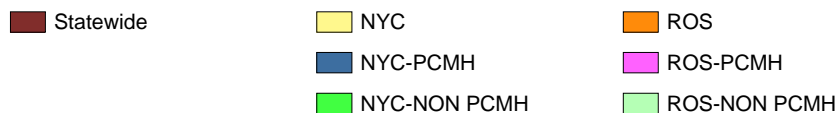
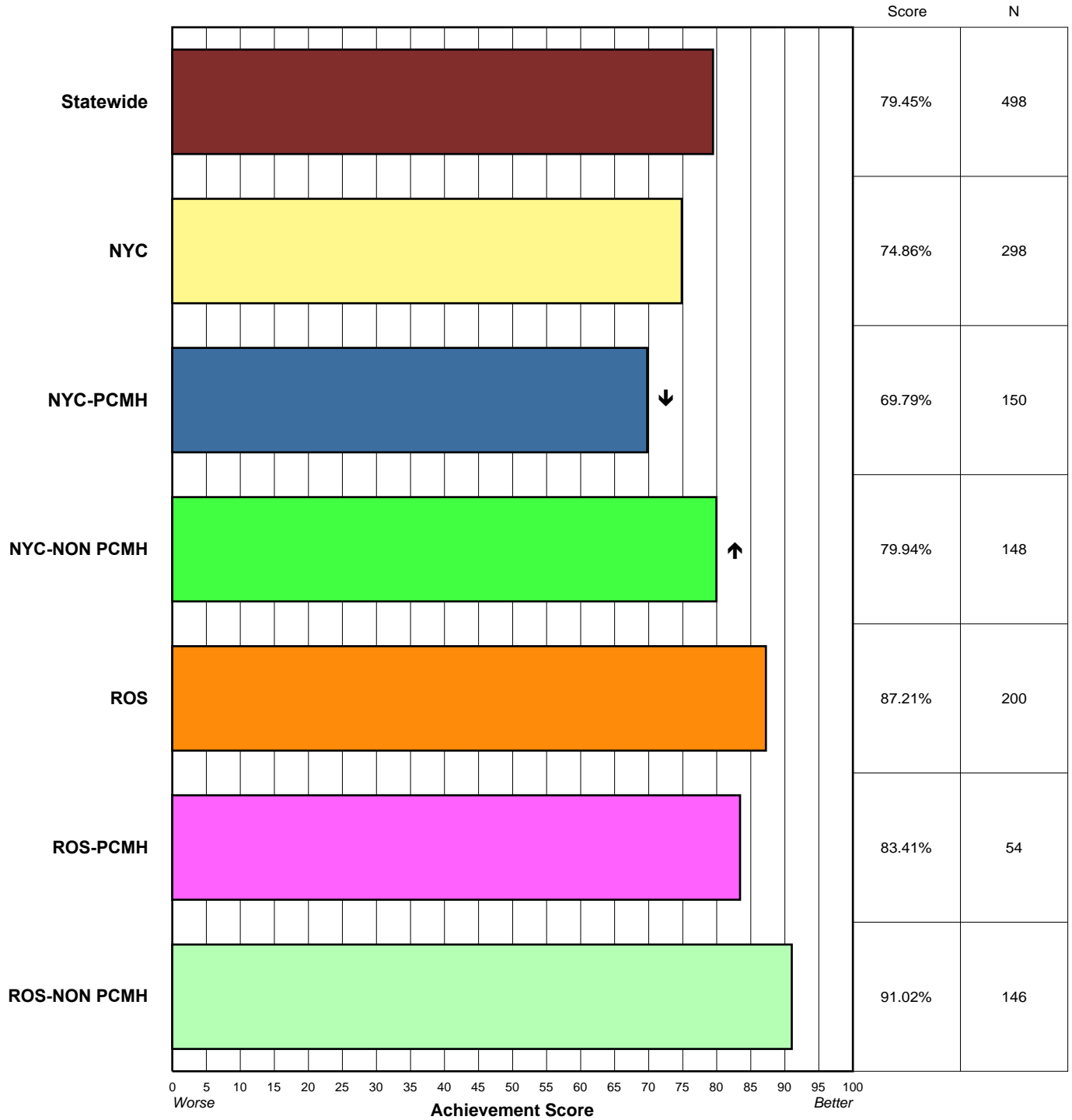
### Q35. Rating of Provider (8, 9, or 10)





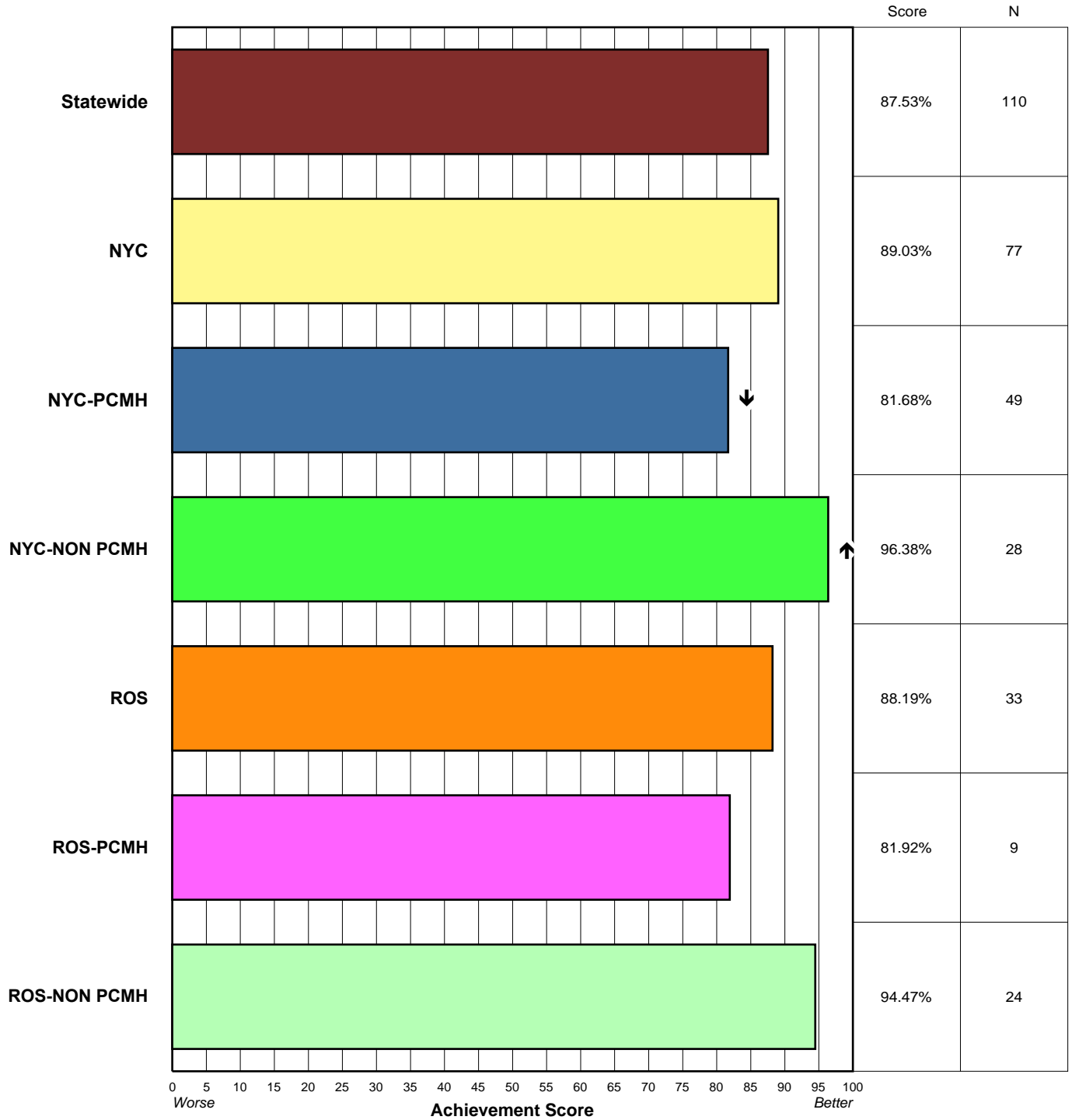
### Single Items

**Q14. When child needed care right way, able to get an appointment the same day or in 1 day**

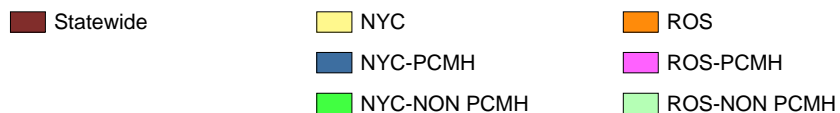


### Single Items

**Q6. Provider gave you enough information about what was discussed when you were not there**

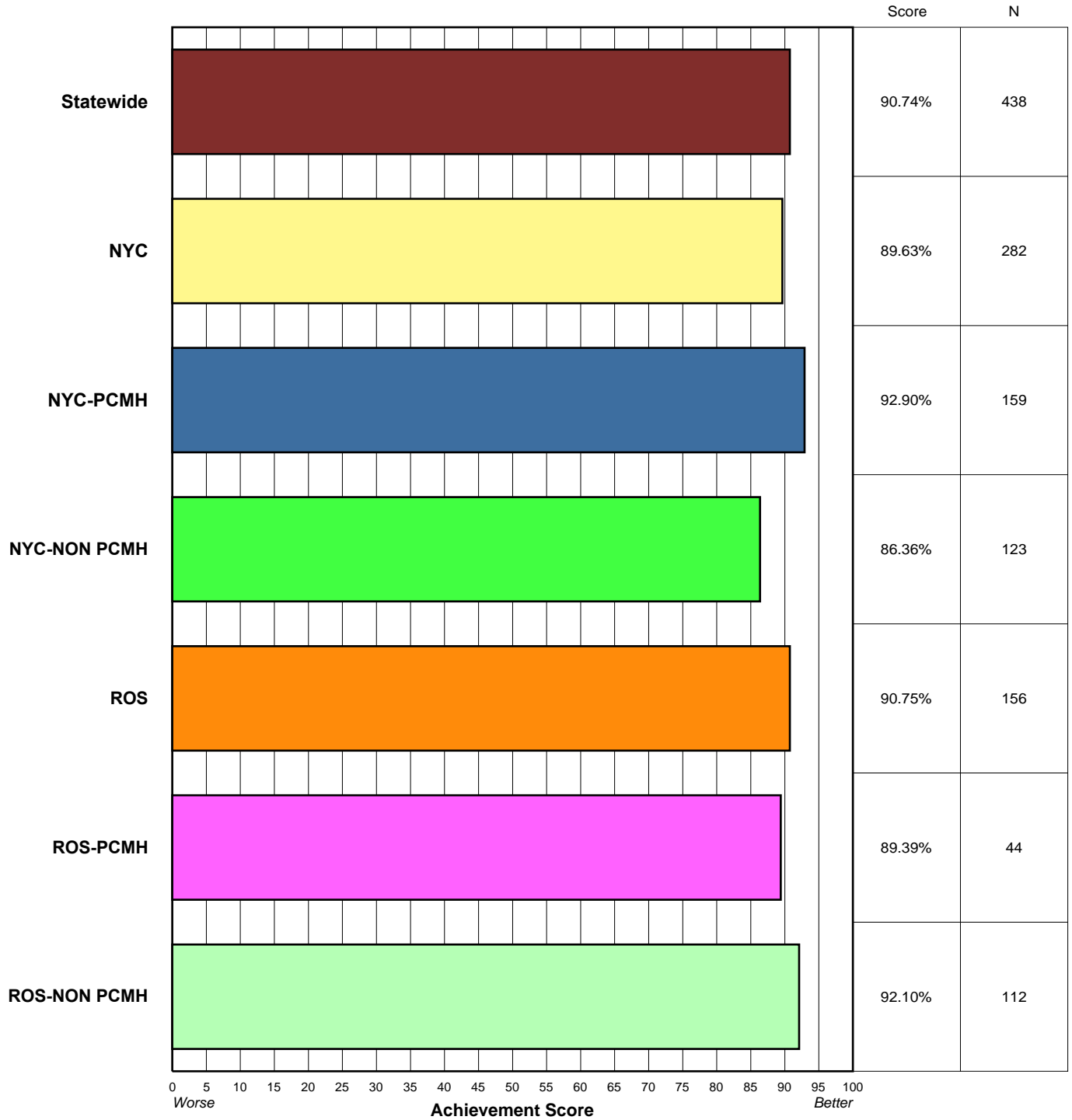


↕ Statistically significantly better/worse than corresponding regional score.

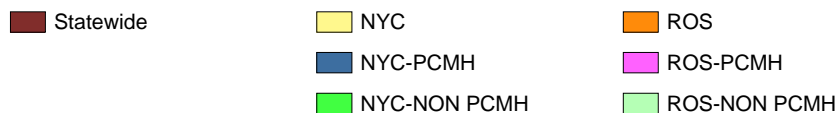


### Single Items

#### Q8. Provider usually or always explained things in a way that was easy for child to understand

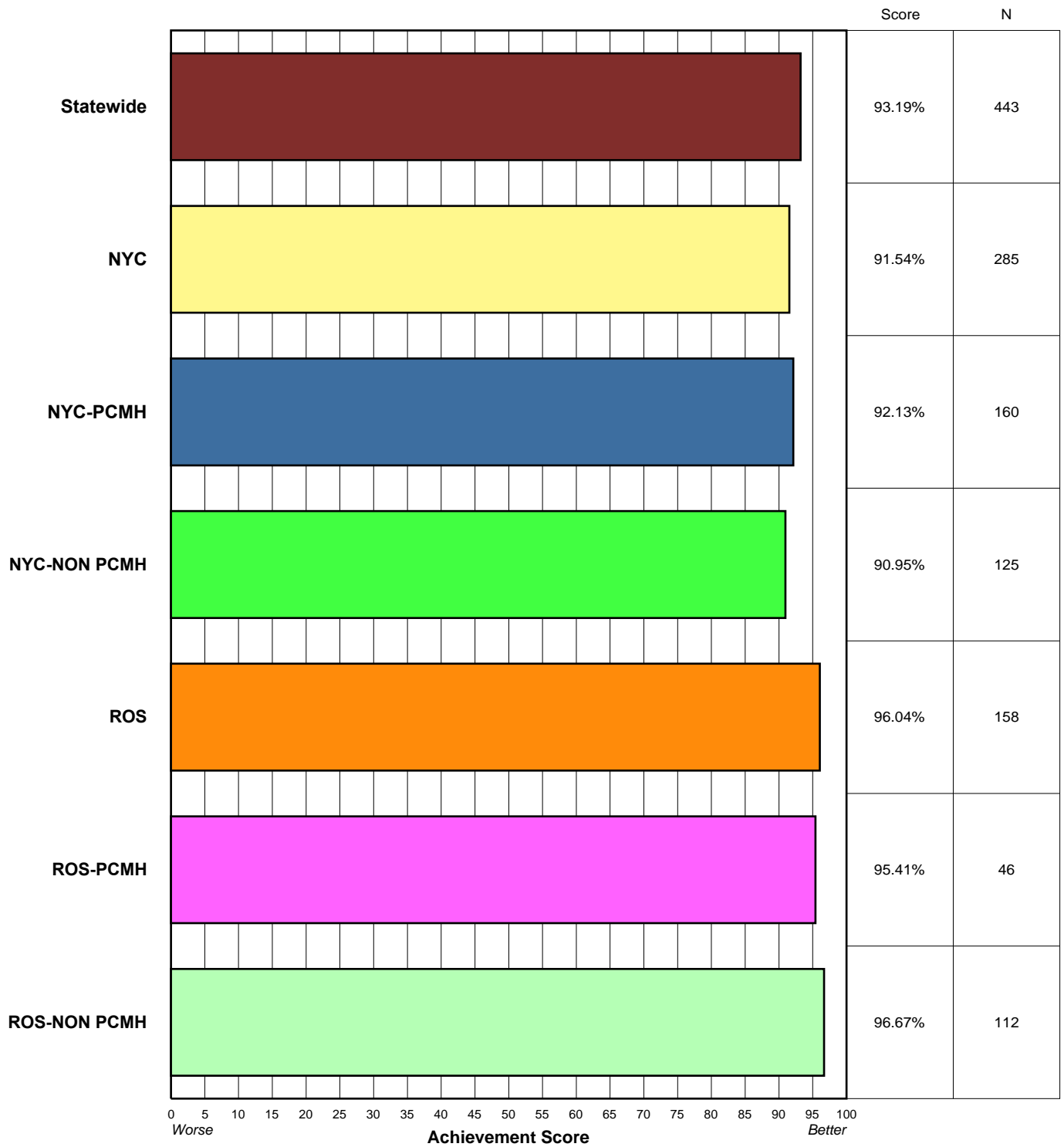


↕ Statistically significantly better/worse than corresponding regional score.

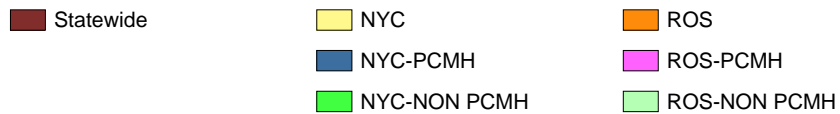


### Single Items

#### Q9. Provider usually or always listened carefully to child

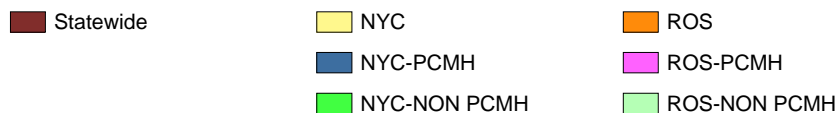
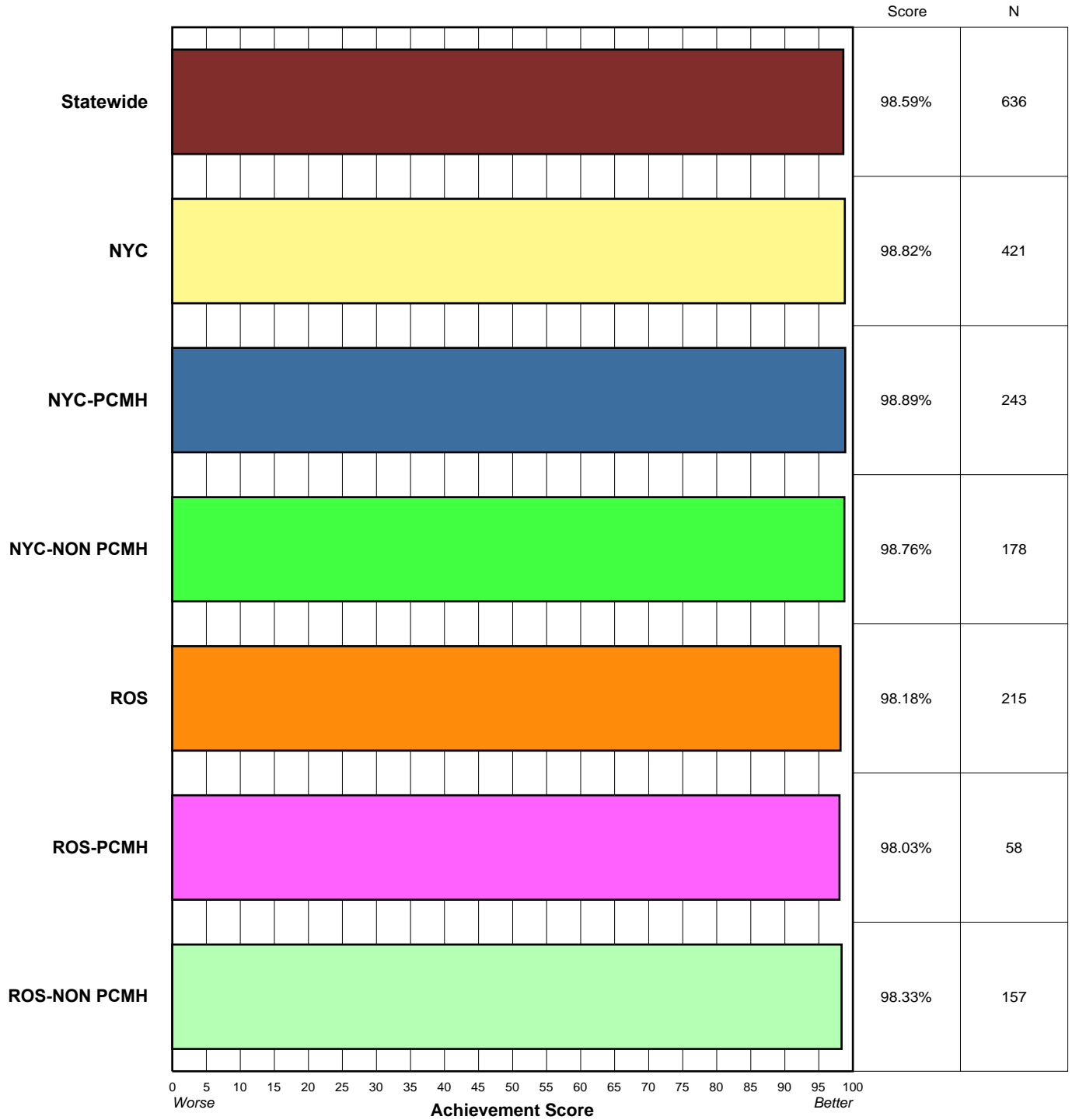


↕ Statistically significantly better/worse than corresponding regional score.



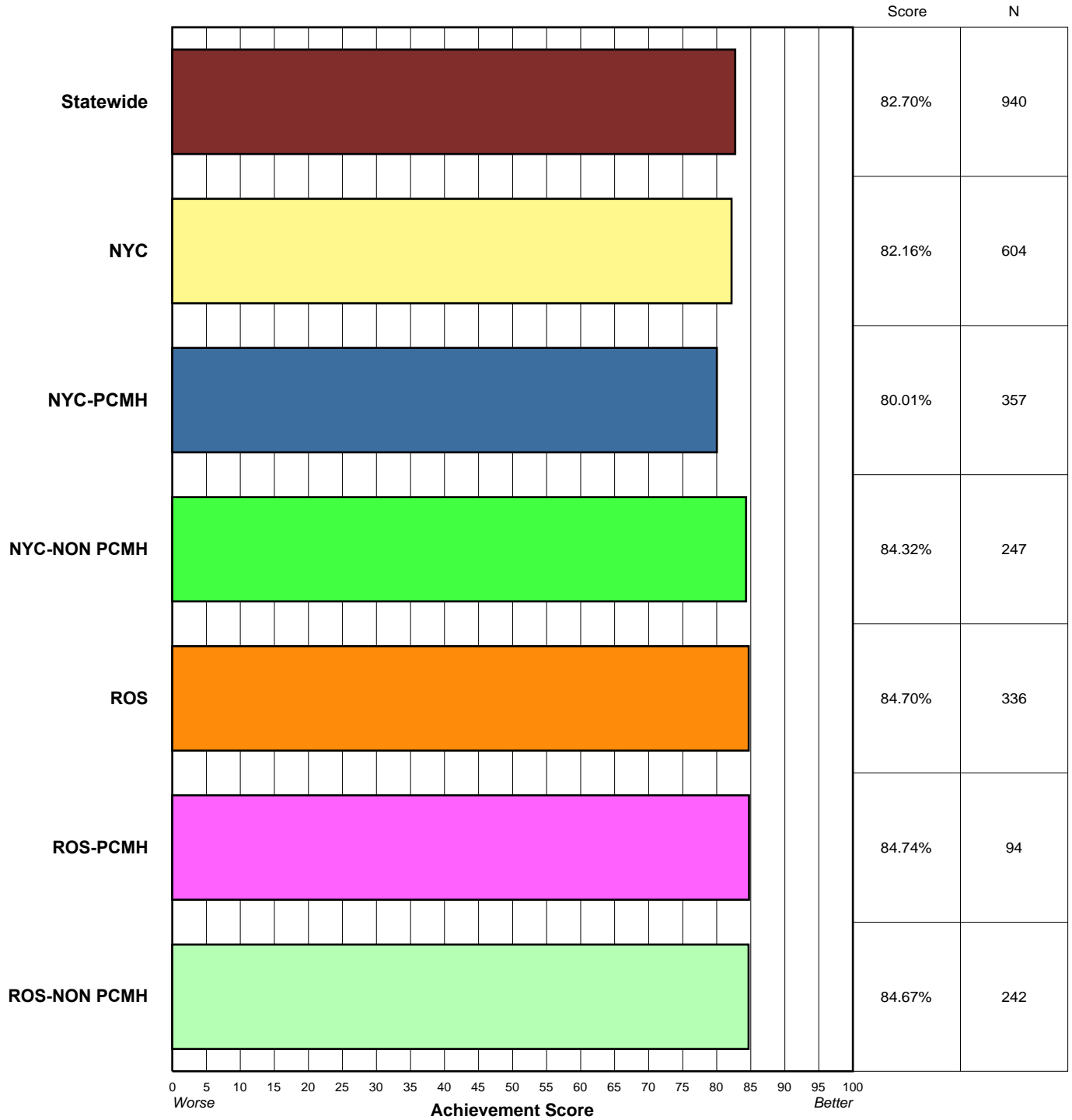
### Single Items

**Q11. Provider gave you enough information about what you needed to do to follow up on child's care**

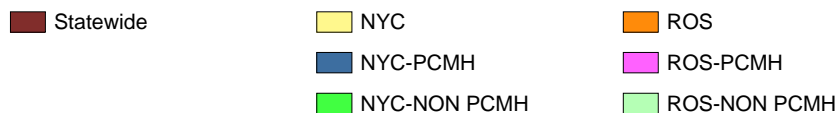


### Single Items

**Q17. Given information about what to do if child needed care during evenings, weekends, or holidays**

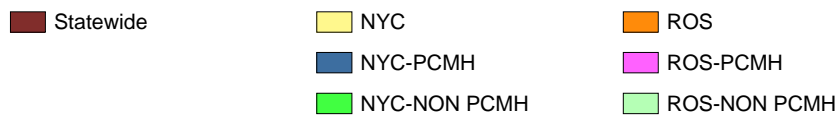
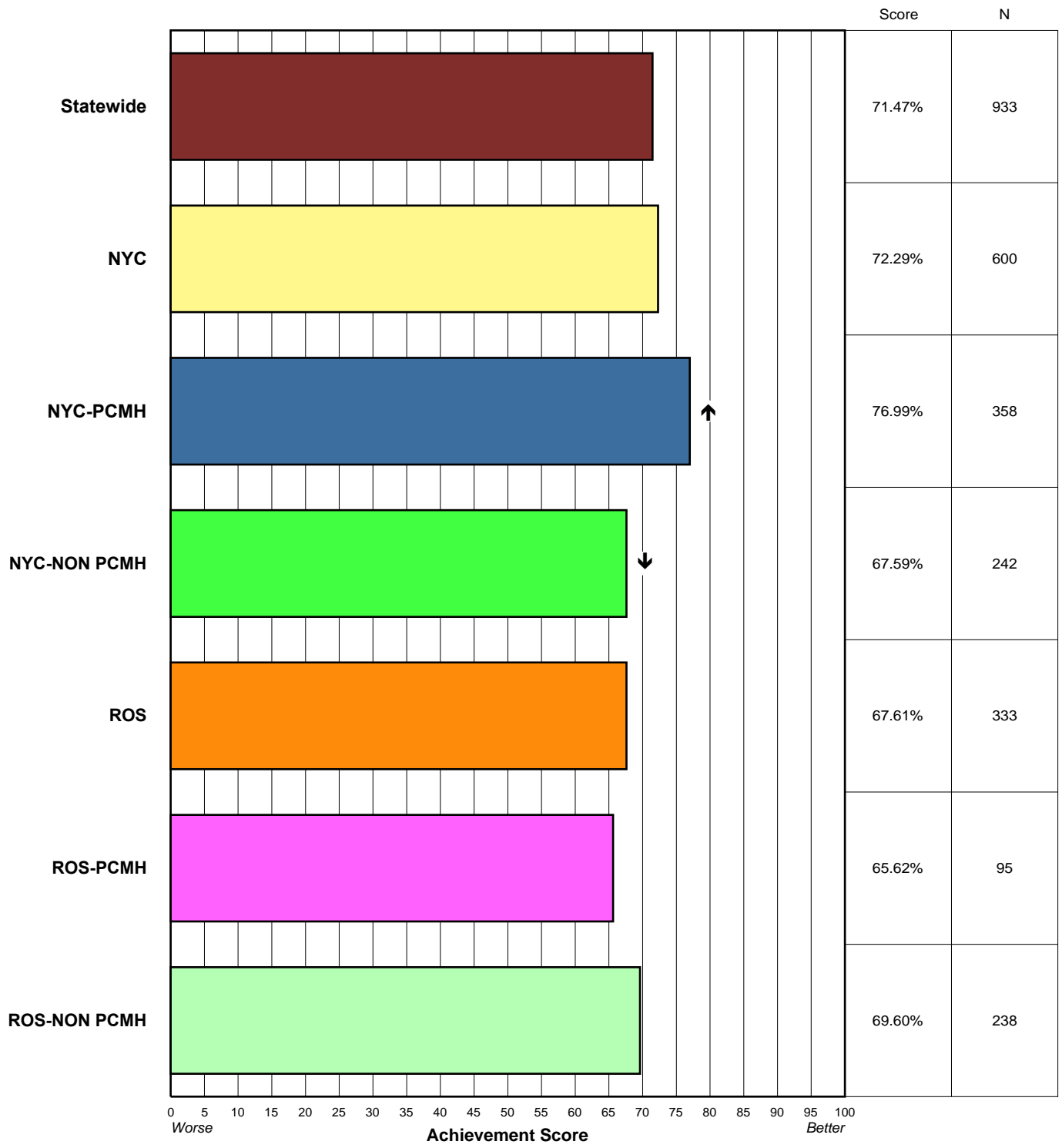


↕ Statistically significantly better/worse than corresponding regional score.



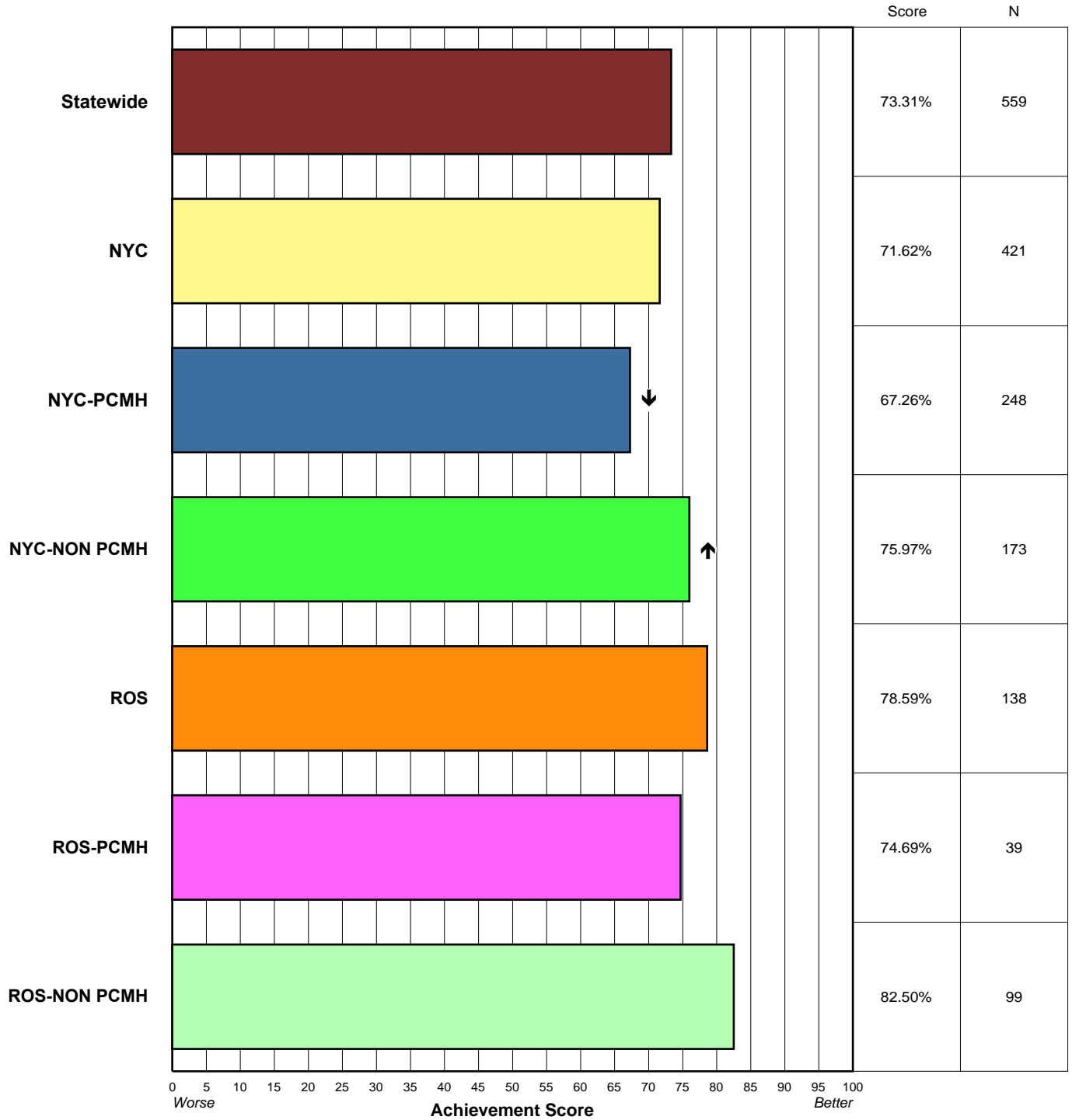
### Single Items

#### Q24. Got a reminder about child's care from provider's office between visits

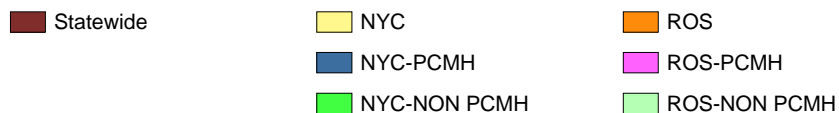


### Single Items

**Q34. Provider's office usually or always followed up to give results for child's blood test, x-ray, or other test**



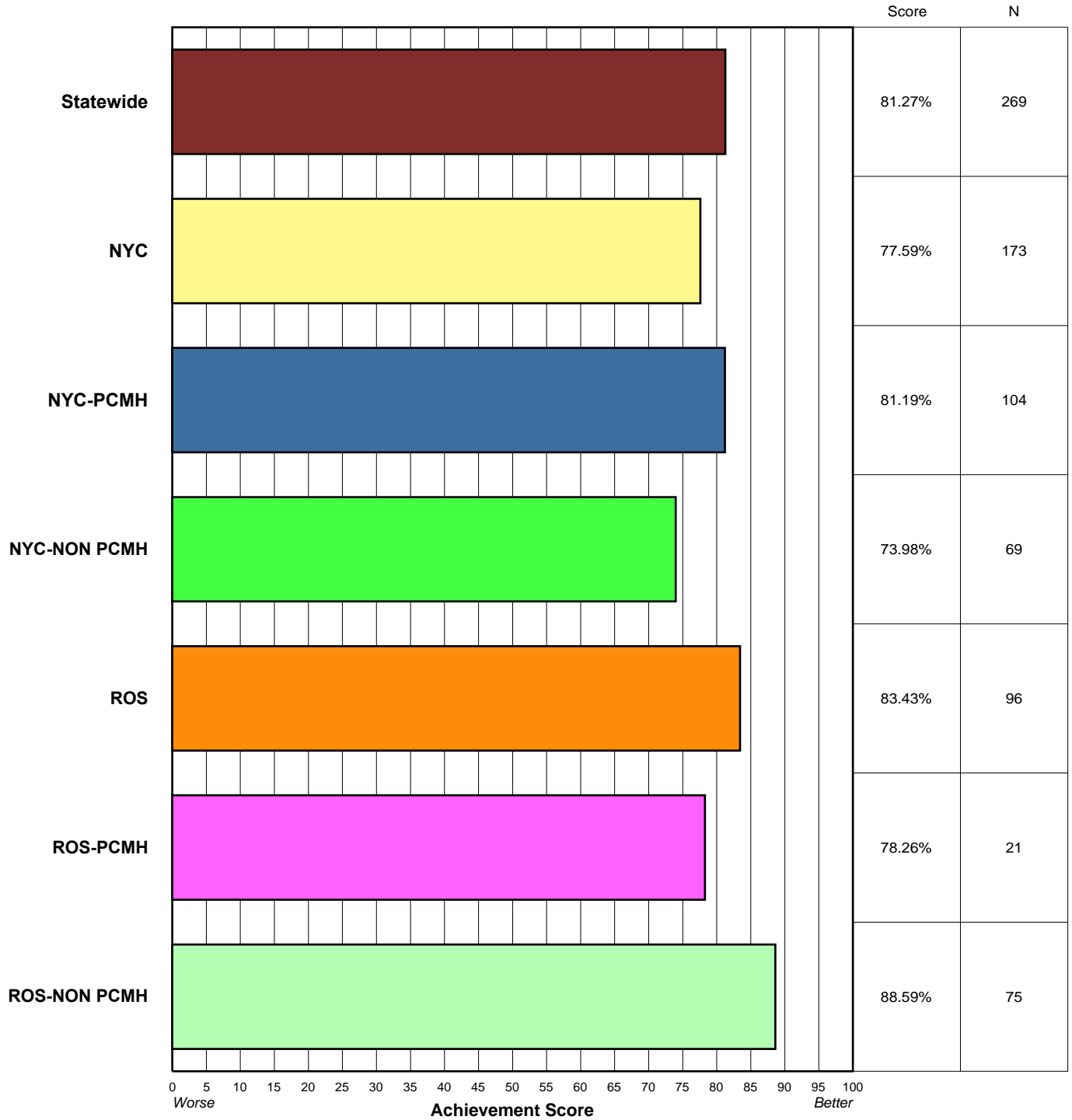
↕ Statistically significantly better/worse than corresponding regional score.



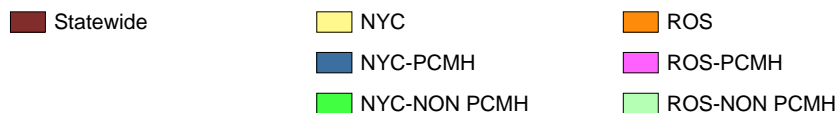


### Single Items

**Q37. Provider usually or always seemed informed and up-to-date about child's care from specialists**

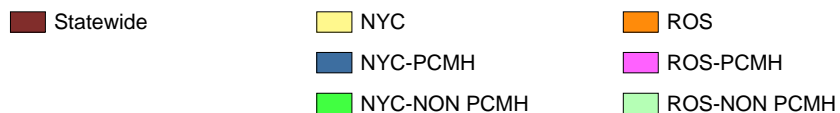
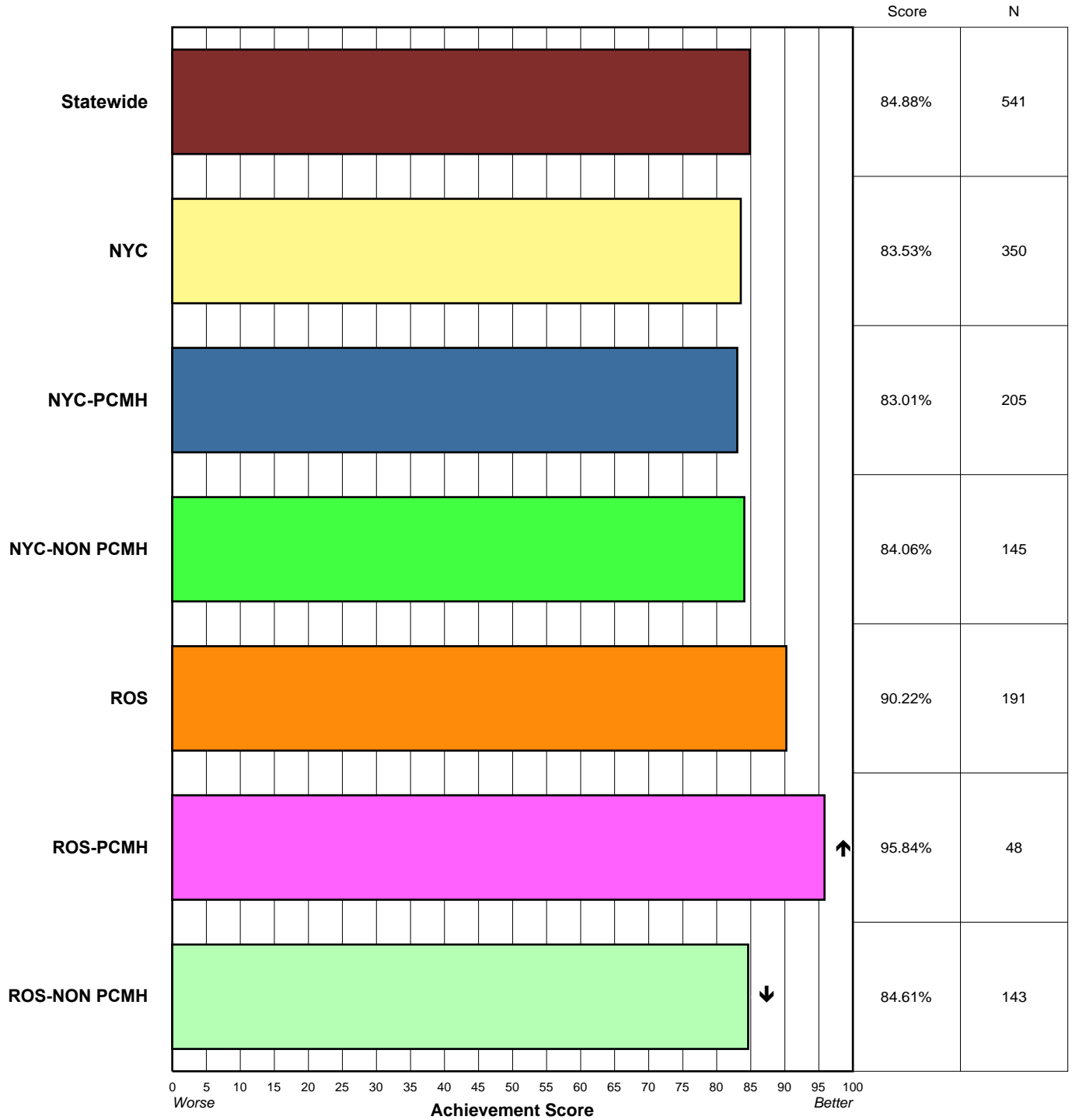


↕ Statistically significantly better/worse than corresponding regional score.



### Single Items

**Q52. Someone at provider's office talked about all the prescription medicines child was taking**



## Correlation Analysis

The Correlation Analysis section is helpful in understanding how questions from the Communication composite relate to the provider rating. This allows for evaluation of which questions are most strongly linked to the rating and what the current achievement score is.

The table summarizes correlations of the composite items to the provider rating question ranked by the highest correlation between the question and the rating. Each question is displayed with the individual question number, question text, the composite name, the achievement score, and correlation value.

Corr. Rank	Rating of Provider (8, 9, or 10)											
	NYC-PCMH			NYC-NON PCMH			ROS-PCMH			ROS-NON PCMH		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q26 Communication Provider usually or always explained things about child's health in way that was easy to understand	91%	0.57	Q27 Communication Provider usually or always listened carefully	94%	0.56	Q29 Communication Provider usually or always gave easy to understand information about health questions or concerns	94%	0.66	Q27 Communication Provider usually or always listened carefully	95%	0.71
2	Q32 Communication Provider usually or always spent enough time with child	87%	0.53	Q30 Communication Provider usually or always seemed to know important information about child's medical history	87%	0.47	Q27 Communication Provider usually or always listened carefully	94%	0.63	Q31 Communication Provider usually or always showed respect for what you had to say	97%	0.60
3	Q29 Communication Provider usually or always gave easy to understand information about health questions or concerns	91%	0.52	Q29 Communication Provider usually or always gave easy to understand information about health questions or concerns	90%	0.47	Q30 Communication Provider usually or always seemed to know important information about child's medical history	88%	0.62	Q26 Communication Provider usually or always explained things about child's health in way that was easy to understand	92%	0.58
4	Q30 Communication Provider usually or always seemed to know important information about child's medical history	87%	0.45	Q32 Communication Provider usually or always spent enough time with child	88%	0.46	Q32 Communication Provider usually or always spent enough time with child	88%	0.46	Q30 Communication Provider usually or always seemed to know important information about child's medical history	93%	0.55
5	Q31 Communication Provider usually or always showed respect for what you had to say	95%	0.44	Q26 Communication Provider usually or always explained things about child's health in way that was easy to understand	92%	0.44	Q26 Communication Provider usually or always explained things about child's health in way that was easy to understand	94%	0.46	Q32 Communication Provider usually or always spent enough time with child	93%	0.54
6	Q27 Communication Provider usually or always listened carefully	96%	0.44	Q31 Communication Provider usually or always showed respect for what you had to say	96%	0.42	Q31 Communication Provider usually or always showed respect for what you had to say	98%	0.25	Q29 Communication Provider usually or always gave easy to understand information about health questions or concerns	96%	0.48

▲▼ Statistically significantly higher/lower than corresponding regional score.

## Responses by Question

**Q1. Our records show that your child got care at the clinic or practice named below in the last 12 months. Is that right?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,037	100.0%	666	100.0%	399	100.0%	267	100.0%	371	100.0%	107	100.0%	264	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	1,037	100.0%	666	100.0%	399	100.0%	267	100.0%	371	100.0%	107	100.0%	264	100.0%
Not Answered	27		21		16		5		6		2		4	

**Q2. Is this the provider you usually see if your child needs a check-up or gets sick or hurt?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	996	95.2%	647	96.1%	388	96.3%	259	95.9%	349	93.6%	102	95.3%	247	92.9%
No	50	4.8%	26	3.9%	15	3.7%	11	4.1%	24	6.4%	5	4.7%	19	7.1%
<b>Total</b>	1,046	100.0%	673	100.0%	403	100.0%	270	100.0%	373	100.0%	107	100.0%	266	100.0%
Not Answered	18		14		12		2		4		2		2	

**Q3. How long has your child been going to this provider?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Less than 6 months	93	9.1%	68	10.3%	43	10.9%	25	9.5%	25	6.8%	5	4.7%	20	7.7%
At least 6 months but less than 1 year	93	9.1%	65	9.8%	40	10.1%	25	9.5%	28	7.7%	9	8.5%	19	7.3%
At least 1 year but less than 3 years	239	23.3%	153	23.2%	91	23.0%	62	23.5%	86	23.5%	24	22.6%	62	23.8%
At least 3 years but less than 5 years	201	19.6%	124	18.8%	73	18.4%	51	19.3%	77	21.0%	22	20.8%	55	21.2%
5 years or more	400	39.0%	250	37.9%	149	37.6%	101	38.3%	150	41.0%	46	43.4%	104	40.0%
<b>Total</b>	1,026	100.0%	660	100.0%	396	100.0%	264	100.0%	366	100.0%	106	100.0%	260	100.0%
Not Answered	38		27		19		8		11		3		8	

### Your Child's Care From This Provider in the Last 12 Months

**Q4. In the last 12 months, how many times did your child visit this provider for care?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
None	37	3.7%	27	4.2%	19	4.9%	8	3.1%	10	2.8%	4	4.0%	6	2.4%
1 time	147	14.7%	81	12.6%	52	13.4%	29	11.3%	66	18.7%	17	17.2%	49	19.3%
2 times	247	24.7%	160	24.8%	106	27.3%	54	21.0%	87	24.6%	26	26.3%	61	24.0%
3 times	190	19.0%	123	19.1%	67	17.3%	56	21.8%	67	19.0%	24	24.2%	43	16.9%
4 times	143	14.3%	95	14.7%	51	13.1%	44	17.1%	48	13.6%	11	11.1%	37	14.6%
5 to 9 times	181	18.1%	124	19.2%	76	19.6%	48	18.7%	57	16.1%	13	13.1%	44	17.3%
10 or more times	53	5.3%	35	5.4%	17	4.4%	18	7.0%	18	5.1%	4	4.0%	14	5.5%
<b>Total</b>	998	100.0%	645	100.0%	388	100.0%	257	100.0%	353	100.0%	99	100.0%	254	100.0%
Not Answered	66		42		27		15		24		10		14	

**Q5. In the last 12 months, did you ever stay in the exam room with your child during a visit to this provider?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	817	86.9%	517	85.5%	301	84.3%	216	87.1%	300	89.6%	83	89.2%	217	89.7%
No	123	13.1%	88	14.5%	56	15.7%	32	12.9%	35	10.4%	10	10.8%	25	10.3%
<b>Total</b>	940	100.0%	605	100.0%	357	100.0%	248	100.0%	335	100.0%	93	100.0%	242	100.0%
Not Answered	21		13		12		1		8		2		6	

**Q6. Did this provider give you enough information about what was discussed during the visit when you were not there?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<span style="color: green;">●</span> Yes	96	87.3%	67	87.0%	40	81.6%	27	96.4%	29	87.9%	8	88.9%	21	87.5%
<span style="color: red;">●</span> No	14	12.7%	10	13.0%	9	18.4%	1	3.6%	4	12.1%	1	11.1%	3	12.5%
<b>Total</b>	110	100.0%	77	100.0%	49	100.0%	28	100.0%	33	100.0%	9	100.0%	24	100.0%
Not Answered	13		11		7		4		2		1		1	
<b>Reporting Category</b>	Single Items													
Achievement Score	87.53%	89.03%	81.68%	96.38%	88.19%	81.92%	94.47%							

**Q7. Is your child able to talk with providers about his or her health care?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	461	58.4%	298	59.6%	167	57.6%	131	62.4%	163	56.2%	47	59.5%	116	55.0%
No	329	41.6%	202	40.4%	123	42.4%	79	37.6%	127	43.8%	32	40.5%	95	45.0%
<b>Total</b>	790	100.0%	500	100.0%	290	100.0%	210	100.0%	290	100.0%	79	100.0%	211	100.0%
Not Answered	48		30		23		7		18		6		12	

Response scored as: ● Achievement ● Room for improvement

### Your Child's Care From This Provider in the Last 12 Months (continued)

**Q8. In the last 12 months, how often did this provider explain things in a way that was easy for your child to understand?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	1.6%	4	1.4%	1	0.6%	3	2.4%	3	1.9%	0	0.0%	3	2.7%
● Sometimes	34	7.8%	24	8.5%	10	6.3%	14	11.4%	10	6.4%	5	11.4%	5	4.5%
● Usually	64	14.6%	47	16.7%	28	17.6%	19	15.4%	17	10.9%	6	13.6%	11	9.8%
● Always	333	76.0%	207	73.4%	120	75.5%	87	70.7%	126	80.8%	33	75.0%	93	83.0%
<b>Total</b>	438	100.0%	282	100.0%	159	100.0%	123	100.0%	156	100.0%	44	100.0%	112	100.0%
Not Answered	23		16		8		8		7		3		4	
<b>Reporting Category</b>	<b>Single Items</b>													
Achievement Score	90.74%		89.63%		92.90%		86.36%		90.75%		89.39%		92.10%	

**Q9. In the last 12 months, how often did this provider listen carefully to your child?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	5	1.1%	2	0.7%	2	1.3%	0	0.0%	3	1.9%	0	0.0%	3	2.7%
● Sometimes	25	5.6%	22	7.7%	11	6.9%	11	8.8%	3	1.9%	2	4.3%	1	0.9%
● Usually	57	12.9%	41	14.4%	19	11.9%	22	17.6%	16	10.1%	7	15.2%	9	8.0%
● Always	356	80.4%	220	77.2%	128	80.0%	92	73.6%	136	86.1%	37	80.4%	99	88.4%
<b>Total</b>	443	100.0%	285	100.0%	160	100.0%	125	100.0%	158	100.0%	46	100.0%	112	100.0%
Not Answered	18		13		7		6		5		1		4	
<b>Reporting Category</b>	<b>Single Items</b>													
Achievement Score	93.19%		91.54%		92.13%		90.95%		96.04%		95.41%		96.67%	

**Q10. Did this provider tell you that you needed to do anything to follow up on the care your child got during the visit?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	659	71.3%	433	73.0%	251	71.3%	182	75.5%	226	68.3%	61	66.3%	165	69.0%
No	265	28.7%	160	27.0%	101	28.7%	59	24.5%	105	31.7%	31	33.7%	74	31.0%
<b>Total</b>	924	100.0%	593	100.0%	352	100.0%	241	100.0%	331	100.0%	92	100.0%	239	100.0%
Not Answered	37		25		17		8		12		3		9	

○ **Response scored as:** ● Achievement ● Room for improvement

### Your Child's Care From This Provider in the Last 12 Months (continued)

**Q11. Did this provider give you enough information about what you needed to do to follow up on your child's care?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	627	98.6%	416	98.8%	240	98.8%	176	98.9%	211	98.1%	57	98.3%	154	98.1%
No	9	1.4%	5	1.2%	3	1.2%	2	1.1%	4	1.9%	1	1.7%	3	1.9%
<b>Total</b>	<b>636</b>	<b>100.0%</b>	<b>421</b>	<b>100.0%</b>	<b>243</b>	<b>100.0%</b>	<b>178</b>	<b>100.0%</b>	<b>215</b>	<b>100.0%</b>	<b>58</b>	<b>100.0%</b>	<b>157</b>	<b>100.0%</b>
Not Answered	23		12		8		4		11		3		8	
<b>Reporting Category</b> Single Items														
Achievement Score	98.59%		98.82%		98.89%		98.76%		98.18%		98.03%		98.33%	

**Q12. In the last 12 months, did you phone this provider's office to get an appointment for your child for an illness, injury or condition that needed care right away?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	521	55.6%	313	52.0%	157	43.9%	156	63.9%	208	62.1%	58	61.7%	150	62.2%
No	416	44.4%	289	48.0%	201	56.1%	88	36.1%	127	37.9%	36	38.3%	91	37.8%
<b>Total</b>	<b>937</b>	<b>100.0%</b>	<b>602</b>	<b>100.0%</b>	<b>358</b>	<b>100.0%</b>	<b>244</b>	<b>100.0%</b>	<b>335</b>	<b>100.0%</b>	<b>94</b>	<b>100.0%</b>	<b>241</b>	<b>100.0%</b>
Not Answered	24		16		11		5		8		1		7	

**Q13. In the last 12 months, when you phoned this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	14	2.8%	11	3.7%	9	5.9%	2	1.4%	3	1.5%	2	3.6%	1	0.7%
Sometimes	48	9.5%	37	12.3%	22	14.5%	15	10.1%	11	5.4%	5	8.9%	6	4.1%
Usually	98	19.4%	66	22.0%	44	28.9%	22	14.9%	32	15.7%	14	25.0%	18	12.2%
Always	344	68.3%	186	62.0%	77	50.7%	109	73.6%	158	77.5%	35	62.5%	123	83.1%
<b>Total</b>	<b>504</b>	<b>100.0%</b>	<b>300</b>	<b>100.0%</b>	<b>152</b>	<b>100.0%</b>	<b>148</b>	<b>100.0%</b>	<b>204</b>	<b>100.0%</b>	<b>56</b>	<b>100.0%</b>	<b>148</b>	<b>100.0%</b>
Not Answered	17		13		5		8		4		2		2	
<b>Reporting Category</b> Access														
Achievement Score	86.81%		84.06%		80.18%		87.94%		91.39%		87.10%		95.67%	

○ Response scored as: ● Achievement ● Room for improvement



### Your Child's Care From This Provider in the Last 12 Months (continued)

**Q14. In the last 12 months, how many days did you usually have to wait for an appointment when your child needed care right away?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Same day	336	67.5%	188	63.1%	85	56.7%	103	69.6%	148	74.0%	35	64.8%	113	77.4%
● 1 day	65	13.1%	35	11.7%	20	13.3%	15	10.1%	30	15.0%	10	18.5%	20	13.7%
● 2 to 3 days	41	8.2%	27	9.1%	16	10.7%	11	7.4%	14	7.0%	8	14.8%	6	4.1%
● 4 to 7 days	21	4.2%	18	6.0%	7	4.7%	11	7.4%	3	1.5%	0	0.0%	3	2.1%
● More than 7 days	35	7.0%	30	10.1%	22	14.7%	8	5.4%	5	2.5%	1	1.9%	4	2.7%
<b>Total</b>	498	100.0%	298	100.0%	150	100.0%	148	100.0%	200	100.0%	54	100.0%	146	100.0%
Not Answered	23		15		7		8		8		4		4	
<b>Reporting Category</b>	<b>Single Items</b>													
Achievement Score	79.45%	74.86%	69.79%	79.94%	87.21%	83.41%	91.02%							

**Q15. In the last 12 months, did you make any appointments for a check-up or routine care for your child with this provider?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	840	89.0%	537	88.5%	325	89.5%	212	86.9%	303	89.9%	83	89.2%	220	90.2%
No	104	11.0%	70	11.5%	38	10.5%	32	13.1%	34	10.1%	10	10.8%	24	9.8%
<b>Total</b>	944	100.0%	607	100.0%	363	100.0%	244	100.0%	337	100.0%	93	100.0%	244	100.0%
Not Answered	17		11		6		5		6		2		4	

**Q16. In the last 12 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	14	1.8%	12	2.3%	9	2.9%	3	1.5%	2	0.7%	1	1.3%	1	0.5%
● Sometimes	91	11.4%	70	13.7%	50	16.1%	20	10.0%	21	7.4%	11	13.8%	10	4.9%
● Usually	182	22.9%	127	24.9%	87	28.0%	40	20.0%	55	19.3%	13	16.3%	42	20.5%
● Always	509	63.9%	302	59.1%	165	53.1%	137	68.5%	207	72.6%	55	68.8%	152	74.1%
<b>Total</b>	796	100.0%	511	100.0%	311	100.0%	200	100.0%	285	100.0%	80	100.0%	205	100.0%
Not Answered	44		26		14		12		18		3		15	
<b>Reporting Category</b>	<b>Access</b>													
Achievement Score	86.72%	84.76%	81.39%	88.14%	89.82%	84.19%	95.44%							

○ Response scored as: ● Achievement ● Room for improvement

### Your Child's Care From This Provider in the Last 12 Months (continued)

**Q17. Did this provider's office give you information about what to do if your child needed care during evenings, weekends, or holidays?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	778	82.8%	494	81.8%	286	80.1%	208	84.2%	284	84.5%	80	85.1%	204	84.3%
<input checked="" type="radio"/> No	162	17.2%	110	18.2%	71	19.9%	39	15.8%	52	15.5%	14	14.9%	38	15.7%
<b>Total</b>	940	100.0%	604	100.0%	357	100.0%	247	100.0%	336	100.0%	94	100.0%	242	100.0%
Not Answered	21		14		12		2		7		1		6	
<b>Reporting Category</b> Single Items														
Achievement Score	82.70%		82.16%		80.01%		84.32%		84.70%		84.74%		84.67%	

**Q18. In the last 12 months, did your child need care during evenings, weekends, or holidays?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	260	27.8%	167	27.8%	103	28.7%	64	26.6%	93	27.8%	23	24.7%	70	29.0%
No	674	72.2%	433	72.2%	256	71.3%	177	73.4%	241	72.2%	70	75.3%	171	71.0%
<b>Total</b>	934	100.0%	600	100.0%	359	100.0%	241	100.0%	334	100.0%	93	100.0%	241	100.0%
Not Answered	27		18		10		8		9		2		7	

**Q19. In the last 12 months, how often were you able to get the care your child needed from this provider's office during evenings, weekends, or holidays?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Never	40	16.3%	24	15.2%	19	19.6%	5	8.2%	16	18.2%	5	22.7%	11	16.7%
<input checked="" type="radio"/> Sometimes	46	18.7%	32	20.3%	14	14.4%	18	29.5%	14	15.9%	2	9.1%	12	18.2%
<input checked="" type="radio"/> Usually	54	22.0%	38	24.1%	29	29.9%	9	14.8%	16	18.2%	5	22.7%	11	16.7%
<input checked="" type="radio"/> Always	106	43.1%	64	40.5%	35	36.1%	29	47.5%	42	47.7%	10	45.5%	32	48.5%
<b>Total</b>	246	100.0%	158	100.0%	97	100.0%	61	100.0%	88	100.0%	22	100.0%	66	100.0%
Not Answered	14		9		6		3		5		1		4	
<b>Reporting Category</b> Access														
Achievement Score	65.08%		64.14%		65.58%		62.70%		66.67%		68.60%		64.73%	

**Q20. In the last 12 months, did you phone this provider's office with a medical question about your child during regular office hours?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	421	44.9%	247	40.8%	126	35.1%	121	49.2%	174	52.3%	44	47.3%	130	54.2%
No	517	55.1%	358	59.2%	233	64.9%	125	50.8%	159	47.7%	49	52.7%	110	45.8%
<b>Total</b>	938	100.0%	605	100.0%	359	100.0%	246	100.0%	333	100.0%	93	100.0%	240	100.0%
Not Answered	23		13		10		3		10		2		8	

Response scored as:  Achievement  Room for improvement

### Your Child's Care From This Provider in the Last 12 Months (continued)

**Q21. In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	8	1.9%	8	3.3%	6	4.8%	2	1.7%	0	0.0%	0	0.0%	0	0.0%
● Sometimes	48	11.7%	44	18.1%	29	23.4%	15	12.6%	4	2.4%	3	6.8%	1	0.8%
● Usually	75	18.2%	40	16.5%	20	16.1%	20	16.8%	35	20.7%	11	25.0%	24	19.2%
● Always	281	68.2%	151	62.1%	69	55.6%	82	68.9%	130	76.9%	30	68.2%	100	80.0%
<b>Total</b>	412	100.0%	243	100.0%	124	100.0%	119	100.0%	169	100.0%	44	100.0%	125	100.0%
Not Answered	9		4		2		2		5		0		5	
<b>Reporting Category</b>														
Access														
Achievement Score	85.00%		78.74%		72.87%		84.62%		96.19%		93.34%		99.04%	

**Q22. In the last 12 months, did you phone this provider's office with a medical question about your child after regular office hours?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	182	19.4%	111	18.4%	57	15.8%	54	22.2%	71	21.3%	14	14.7%	57	23.9%
No	754	80.6%	492	81.6%	303	84.2%	189	77.8%	262	78.7%	81	85.3%	181	76.1%
<b>Total</b>	936	100.0%	603	100.0%	360	100.0%	243	100.0%	333	100.0%	95	100.0%	238	100.0%
Not Answered	25		15		9		6		10		0		10	

**Q23. In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	8	4.5%	6	5.5%	1	1.8%	5	9.4%	2	2.9%	0	0.0%	2	3.6%
● Sometimes	21	11.7%	13	11.8%	7	12.3%	6	11.3%	8	11.6%	3	21.4%	5	9.1%
● Usually	41	22.9%	31	28.2%	16	28.1%	15	28.3%	10	14.5%	1	7.1%	9	16.4%
● Always	109	60.9%	60	54.5%	33	57.9%	27	50.9%	49	71.0%	10	71.4%	39	70.9%
<b>Total</b>	179	100.0%	110	100.0%	57	100.0%	53	100.0%	69	100.0%	14	100.0%	55	100.0%
Not Answered	3		1		0		1		2		0		2	
<b>Reporting Category</b>														
Access														
Achievement Score	83.92%		82.61%		86.33%		78.88%		82.92%		79.21%		86.63%	

○ Response scored as: ● Achievement ● Room for improvement

**Your Child's Care From This Provider in the Last 12 Months (continued)**

**Q24. Some offices remind patients between visits about tests, treatment or appointments. In the last 12 months, did you get any reminders about your child's care from this provider's office between visits?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	666	71.4%	439	73.2%	275	76.8%	164	67.8%	227	68.2%	63	66.3%	164	68.9%
<input checked="" type="radio"/> No	267	28.6%	161	26.8%	83	23.2%	78	32.2%	106	31.8%	32	33.7%	74	31.1%
<b>Total</b>	933	100.0%	600	100.0%	358	100.0%	242	100.0%	333	100.0%	95	100.0%	238	100.0%
Not Answered	28		18		11		7		10		0		10	
<b>Reporting Category</b> Single Items														
Achievement Score	71.47%	72.29%	76.99%	67.59%	67.61%	65.62%	69.60%							

**Q25. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see this provider within 15 minutes of his or her appointment time?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Never	167	18.0%	130	21.7%	88	24.5%	42	17.6%	37	11.2%	14	15.2%	23	9.7%
<input checked="" type="radio"/> Sometimes	299	32.3%	212	35.5%	126	35.1%	86	36.0%	87	26.4%	18	19.6%	69	29.1%
<input checked="" type="radio"/> Usually	232	25.0%	138	23.1%	80	22.3%	58	24.3%	94	28.6%	26	28.3%	68	28.7%
<input checked="" type="radio"/> Always	229	24.7%	118	19.7%	65	18.1%	53	22.2%	111	33.7%	34	37.0%	77	32.5%
<b>Total</b>	927	100.0%	598	100.0%	359	100.0%	239	100.0%	329	100.0%	92	100.0%	237	100.0%
Not Answered	34		20		10		10		14		3		11	
<b>Reporting Category</b> Access														
Achievement Score	49.62%	43.42%	40.83%	46.00%	63.20%	65.86%	60.54%							

**Q26. In the last 12 months, how often did this provider explain things about your child's health in a way that was easy to understand?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Never	10	1.1%	6	1.0%	4	1.1%	2	0.8%	4	1.2%	0	0.0%	4	1.6%
<input checked="" type="radio"/> Sometimes	65	7.0%	45	7.5%	28	7.8%	17	7.1%	20	5.9%	6	6.4%	14	5.8%
<input checked="" type="radio"/> Usually	168	18.0%	135	22.6%	80	22.3%	55	22.9%	33	9.8%	11	11.7%	22	9.1%
<input checked="" type="radio"/> Always	692	74.0%	412	68.9%	246	68.7%	166	69.2%	280	83.1%	77	81.9%	203	83.5%
<b>Total</b>	935	100.0%	598	100.0%	358	100.0%	240	100.0%	337	100.0%	94	100.0%	243	100.0%
Not Answered	26		20		11		9		6		1		5	
<b>Reporting Category</b> Communication														
Achievement Score	91.97%	91.57%	91.35%	91.79%	93.10%	93.77%	92.44%							

Response scored as:  Achievement  Room for improvement

### Your Child's Care From This Provider in the Last 12 Months (continued)

**Q27. In the last 12 months, how often did this provider listen carefully to you?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	0.7%	3	0.5%	2	0.6%	1	0.4%	4	1.2%	0	0.0%	4	1.6%
● Sometimes	42	4.5%	27	4.5%	14	3.9%	13	5.4%	15	4.4%	6	6.3%	9	3.7%
● Usually	137	14.6%	108	17.9%	64	17.8%	44	18.2%	29	8.6%	9	9.5%	20	8.2%
● Always	754	80.2%	464	77.1%	280	77.8%	184	76.0%	290	85.8%	80	84.2%	210	86.4%
<b>Total</b>	940	100.0%	602	100.0%	360	100.0%	242	100.0%	338	100.0%	95	100.0%	243	100.0%
Not Answered	21		16		9		7		5		0		5	
<b>Reporting Category</b>	Communication													
Achievement Score	94.80%	94.89%	95.96%	93.81%	94.17%	93.79%	94.55%							

**Q28. In the last 12 months, did you and this provider talk about any questions or concerns you had about your child's health?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	731	78.7%	468	78.7%	275	77.5%	193	80.4%	263	78.7%	71	75.5%	192	80.0%
No	198	21.3%	127	21.3%	80	22.5%	47	19.6%	71	21.3%	23	24.5%	48	20.0%
<b>Total</b>	929	100.0%	595	100.0%	355	100.0%	240	100.0%	334	100.0%	94	100.0%	240	100.0%
Not Answered	32		23		14		9		9		1		8	

**Q29. In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	8	1.1%	7	1.5%	4	1.5%	3	1.6%	1	0.4%	0	0.0%	1	0.5%
● Sometimes	46	6.4%	36	7.8%	21	7.7%	15	7.8%	10	3.9%	5	7.1%	5	2.7%
● Usually	127	17.6%	95	20.5%	57	21.0%	38	19.7%	32	12.5%	8	11.4%	24	12.8%
● Always	540	74.9%	326	70.3%	189	69.7%	137	71.0%	214	83.3%	57	81.4%	157	84.0%
<b>Total</b>	721	100.0%	464	100.0%	271	100.0%	193	100.0%	257	100.0%	70	100.0%	187	100.0%
Not Answered	10		4		4		0		6		1		5	
<b>Reporting Category</b>	Communication													
Achievement Score	92.44%	90.72%	91.06%	90.39%	94.82%	93.55%	96.10%							

○ Response scored as: ● Achievement ● Room for improvement

### Your Child's Care From This Provider in the Last 12 Months (continued)

**Q30. In the last 12 months, how often did this provider seem to know the important information about your child's medical history?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	28	3.0%	21	3.5%	14	3.9%	7	2.9%	7	2.1%	2	2.1%	5	2.1%
● Sometimes	79	8.5%	57	9.5%	33	9.2%	24	10.0%	22	6.5%	10	10.5%	12	5.0%
● Usually	195	20.9%	136	22.7%	77	21.6%	59	24.5%	59	17.6%	17	17.9%	42	17.4%
● Always	632	67.7%	384	64.2%	233	65.3%	151	62.7%	248	73.8%	66	69.5%	182	75.5%
<b>Total</b>	934	100.0%	598	100.0%	357	100.0%	241	100.0%	336	100.0%	95	100.0%	241	100.0%
Not Answered	27		20		12		8		7		0		7	
<b>Reporting Category</b>	<b>Communication</b>													
Achievement Score	88.49%	86.99%	86.97%	87.00%	90.16%	87.59%	92.73%							

**Q31. In the last 12 months, how often did this provider show respect for what you had to say?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	0.7%	4	0.7%	2	0.6%	2	0.8%	3	0.9%	0	0.0%	3	1.2%
● Sometimes	32	3.4%	26	4.3%	18	5.0%	8	3.3%	6	1.8%	2	2.1%	4	1.7%
● Usually	108	11.5%	88	14.7%	49	13.7%	39	16.1%	20	6.0%	6	6.3%	14	5.8%
● Always	789	84.3%	482	80.3%	289	80.7%	193	79.8%	307	91.4%	87	91.6%	220	91.3%
<b>Total</b>	936	100.0%	600	100.0%	358	100.0%	242	100.0%	336	100.0%	95	100.0%	241	100.0%
Not Answered	25		18		11		7		7		0		7	
<b>Reporting Category</b>	<b>Communication</b>													
Achievement Score	95.81%	95.14%	94.55%	95.73%	97.50%	98.07%	96.92%							

**Q32. In the last 12 months, how often did this provider spend enough time with your child?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	16	1.7%	9	1.5%	7	2.0%	2	0.8%	7	2.1%	2	2.2%	5	2.1%
● Sometimes	87	9.4%	67	11.2%	41	11.5%	26	10.9%	20	6.0%	9	9.8%	11	4.6%
● Usually	218	23.5%	162	27.1%	92	25.7%	70	29.3%	56	16.9%	15	16.3%	41	17.1%
● Always	608	65.4%	359	60.1%	218	60.9%	141	59.0%	249	75.0%	66	71.7%	183	76.3%
<b>Total</b>	929	100.0%	597	100.0%	358	100.0%	239	100.0%	332	100.0%	92	100.0%	240	100.0%
Not Answered	32		21		11		10		11		3		8	
<b>Reporting Category</b>	<b>Communication</b>													
Achievement Score	88.85%	87.44%	86.82%	88.05%	90.69%	87.99%	93.39%							

○ Response scored as: ● Achievement ● Room for improvement

**Your Child's Care From This Provider in the Last 12 Months (continued)**

**Q33. In the last 12 months, did this provider order a blood test, x-ray or other test for your child?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	575	62.6%	431	73.1%	255	72.0%	176	74.6%	144	43.9%	40	43.5%	104	44.1%
No	343	37.4%	159	26.9%	99	28.0%	60	25.4%	184	56.1%	52	56.5%	132	55.9%
<b>Total</b>	<b>918</b>	<b>100.0%</b>	<b>590</b>	<b>100.0%</b>	<b>354</b>	<b>100.0%</b>	<b>236</b>	<b>100.0%</b>	<b>328</b>	<b>100.0%</b>	<b>92</b>	<b>100.0%</b>	<b>236</b>	<b>100.0%</b>
Not Answered	43		28		15		13		15		3		12	

**Q34. In the last 12 months, when this provider ordered a blood test, x-ray or other test for your child, how often did someone from this provider's office follow up to give you those results?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input type="radio"/> Never	80	14.3%	67	15.9%	49	19.8%	18	10.4%	13	9.4%	3	7.7%	10	10.1%
<input type="radio"/> Sometimes	70	12.5%	56	13.3%	33	13.3%	23	13.3%	14	10.1%	7	17.9%	7	7.1%
<input checked="" type="radio"/> Usually	99	17.7%	82	19.5%	53	21.4%	29	16.8%	17	12.3%	7	17.9%	10	10.1%
<input checked="" type="radio"/> Always	310	55.5%	216	51.3%	113	45.6%	103	59.5%	94	68.1%	22	56.4%	72	72.7%
<b>Total</b>	<b>559</b>	<b>100.0%</b>	<b>421</b>	<b>100.0%</b>	<b>248</b>	<b>100.0%</b>	<b>173</b>	<b>100.0%</b>	<b>138</b>	<b>100.0%</b>	<b>39</b>	<b>100.0%</b>	<b>99</b>	<b>100.0%</b>
Not Answered	16		10		7		3		6		1		5	
<b>Reporting Category</b>	<b>Single Items</b>													
Achievement Score	73.31%		71.62%		67.26%		75.97%		78.59%		74.69%		82.50%	

Response scored as:  Achievement  Room for improvement

### Your Child's Care From This Provider in the Last 12 Months (continued)

**Q35. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Worst provider possible	1	0.1%	1	0.2%	0	0.0%	1	0.4%	0	0.0%	0	0.0%	0	0.0%
● 1	2	0.2%	2	0.3%	2	0.6%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 2	3	0.3%	1	0.2%	1	0.3%	0	0.0%	2	0.6%	0	0.0%	2	0.8%
● 3	5	0.5%	4	0.7%	3	0.8%	1	0.4%	1	0.3%	0	0.0%	1	0.4%
● 4	4	0.4%	4	0.7%	4	1.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 5	14	1.5%	9	1.5%	9	2.5%	0	0.0%	5	1.5%	1	1.1%	4	1.7%
● 6	23	2.5%	15	2.5%	6	1.7%	9	3.8%	8	2.4%	2	2.2%	6	2.5%
● 7	60	6.5%	48	8.1%	30	8.4%	18	7.6%	12	3.6%	3	3.3%	9	3.7%
● 8	162	17.5%	112	18.9%	59	16.5%	53	22.5%	50	15.1%	13	14.3%	37	15.4%
● 9	221	23.9%	150	25.3%	89	24.9%	61	25.8%	71	21.4%	22	24.2%	49	20.3%
● Best provider possible	430	46.5%	247	41.7%	154	43.1%	93	39.4%	183	55.1%	50	54.9%	133	55.2%
<b>Total</b>	925	100.0%	593	100.0%	357	100.0%	236	100.0%	332	100.0%	91	100.0%	241	100.0%
Not Answered	36		25		12		13		11		4		7	
<b>Reporting Category</b>	<b>Rating of Provider</b>													
Achievement Score	87.85%	86.15%	84.87%	87.43%	92.14%	93.54%	90.74%							

**Q36. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did your child see a specialist for a particular health problem?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	279	30.4%	178	30.1%	108	30.6%	70	29.4%	101	31.0%	21	23.1%	80	34.0%
No	638	69.6%	413	69.9%	245	69.4%	168	70.6%	225	69.0%	70	76.9%	155	66.0%
<b>Total</b>	917	100.0%	591	100.0%	353	100.0%	238	100.0%	326	100.0%	91	100.0%	235	100.0%
Not Answered	44		27		16		11		17		4		13	

○ Response scored as: ● Achievement ● Room for improvement



### Your Child's Care From This Provider in the Last 12 Months (continued)

**Q37. In the last 12 months, how often did the provider named in Question 1 (or 1a) seem informed and up-to-date about the care your child got from specialists?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	16	5.9%	12	6.9%	6	5.8%	6	8.7%	4	4.2%	1	4.8%	3	4.0%
● Sometimes	34	12.6%	26	15.0%	15	14.4%	11	15.9%	8	8.3%	4	19.0%	4	5.3%
● Usually	66	24.5%	45	26.0%	27	26.0%	18	26.1%	21	21.9%	4	19.0%	17	22.7%
● Always	153	56.9%	90	52.0%	56	53.8%	34	49.3%	63	65.6%	12	57.1%	51	68.0%
<b>Total</b>	269	100.0%	173	100.0%	104	100.0%	69	100.0%	96	100.0%	21	100.0%	75	100.0%
Not Answered	10		5		4		1		5		0		5	
<b>Reporting Category</b> Single Items														
Achievement Score	81.27%		77.59%		81.19%		73.98%		83.43%		78.26%		88.59%	

**Q38. In the last 12 months, did you and anyone in this provider's office talk about your child's learning ability?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	410	45.0%	257	43.7%	164	46.7%	93	39.2%	153	47.4%	45	49.5%	108	46.6%
● No	501	55.0%	331	56.3%	187	53.3%	144	60.8%	170	52.6%	46	50.5%	124	53.4%
<b>Total</b>	911	100.0%	588	100.0%	351	100.0%	237	100.0%	323	100.0%	91	100.0%	232	100.0%
Not Answered	50		30		18		12		20		4		16	
<b>Reporting Category</b> Discussion of Child Development														
Achievement Score	45.07%		42.98%		46.46%		39.50%		48.00%		49.99%		46.01%	

**Q39. In the last 12 months, did you and anyone in this provider's office talk about the kinds of behaviors that are normal for your child at this age?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	541	58.9%	343	58.0%	210	59.3%	133	56.1%	198	60.6%	58	63.7%	140	59.3%
● No	377	41.1%	248	42.0%	144	40.7%	104	43.9%	129	39.4%	33	36.3%	96	40.7%
<b>Total</b>	918	100.0%	591	100.0%	354	100.0%	237	100.0%	327	100.0%	91	100.0%	236	100.0%
Not Answered	43		27		15		12		16		4		12	
<b>Reporting Category</b> Discussion of Child Development														
Achievement Score	58.97%		57.72%		59.37%		56.07%		61.53%		64.03%		59.03%	

○ Response scored as: ● Achievement ● Room for improvement

### Your Child's Care From This Provider in the Last 12 Months (continued)

**Q40. In the last 12 months, did you and anyone in this provider's office talk about how your child's body is growing?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	684	74.4%	439	74.4%	269	76.0%	170	72.0%	245	74.5%	68	74.7%	177	74.4%
● No	235	25.6%	151	25.6%	85	24.0%	66	28.0%	84	25.5%	23	25.3%	61	25.6%
<b>Total</b>	919	100.0%	590	100.0%	354	100.0%	236	100.0%	329	100.0%	91	100.0%	238	100.0%
Not Answered	42		28		15		13		14		4		10	
<b>Reporting Category</b>	Discussion of Child Development													
Achievement Score	74.47%	74.01%	76.32%	71.71%	74.55%	75.11%	73.99%							

**Q41. In the last 12 months, did you and anyone in this provider's office talk about your child's moods and emotions?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	444	48.4%	272	46.2%	174	49.4%	98	41.4%	172	52.4%	49	53.8%	123	51.9%
● No	473	51.6%	317	53.8%	178	50.6%	139	58.6%	156	47.6%	42	46.2%	114	48.1%
<b>Total</b>	917	100.0%	589	100.0%	352	100.0%	237	100.0%	328	100.0%	91	100.0%	237	100.0%
Not Answered	44		29		17		12		15		4		11	
<b>Reporting Category</b>	Discussion of Child Development													
Achievement Score	48.48%	45.39%	49.63%	41.15%	52.87%	53.99%	51.76%							

**Q42. In the last 12 months, did you and anyone in this provider's office talk about things you can do to keep your child from getting injured?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	476	52.0%	313	53.3%	195	55.4%	118	50.2%	163	49.7%	45	49.5%	118	49.8%
● No	439	48.0%	274	46.7%	157	44.6%	117	49.8%	165	50.3%	46	50.5%	119	50.2%
<b>Total</b>	915	100.0%	587	100.0%	352	100.0%	235	100.0%	328	100.0%	91	100.0%	237	100.0%
Not Answered	46		31		17		14		15		4		11	
<b>Reporting Category</b>	Discussion of Injury Prevention and Wellness													
Achievement Score	52.09%	52.81%	55.74%	49.87%	49.62%	48.90%	50.34%							

○ **Response scored as:** ● Achievement ● Room for improvement

**Your Child's Care From This Provider in the Last 12 Months (continued)**

**Q43. In the last 12 months, did anyone in this provider's office give you information about how to keep your child from getting injured?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	453	49.7%	300	51.2%	180	51.4%	120	50.8%	153	46.9%	39	42.9%	114	48.5%
● No	459	50.3%	286	48.8%	170	48.6%	116	49.2%	173	53.1%	52	57.1%	121	51.5%
<b>Total</b>	912	100.0%	586	100.0%	350	100.0%	236	100.0%	326	100.0%	91	100.0%	235	100.0%
Not Answered	49		32		19		13		17		4		13	
<b>Reporting Category</b> Discussion of Injury Prevention and Wellness														
Achievement Score	49.67%		51.14%		51.79%		50.48%		45.68%		42.55%		48.82%	

**Q44. In the last 12 months, did you and anyone in this provider's office talk about how much time your child spends on a computer and in front of a TV?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	466	51.3%	306	52.3%	198	56.4%	108	46.2%	160	49.4%	53	58.9%	107	45.7%
● No	443	48.7%	279	47.7%	153	43.6%	126	53.8%	164	50.6%	37	41.1%	127	54.3%
<b>Total</b>	909	100.0%	585	100.0%	351	100.0%	234	100.0%	324	100.0%	90	100.0%	234	100.0%
Not Answered	52		33		18		15		19		5		14	
<b>Reporting Category</b> Discussion of Injury Prevention and Wellness														
Achievement Score	51.43%		51.28%		56.60%		45.97%		52.31%		59.30%		45.31%	

**Q45. In the last 12 months, did you and anyone in this provider's office talk about how much or what kind of food your child eats?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	690	75.2%	448	75.9%	278	78.8%	170	71.7%	242	73.8%	73	80.2%	169	71.3%
● No	228	24.8%	142	24.1%	75	21.2%	67	28.3%	86	26.2%	18	19.8%	68	28.7%
<b>Total</b>	918	100.0%	590	100.0%	353	100.0%	237	100.0%	328	100.0%	91	100.0%	237	100.0%
Not Answered	43		28		16		12		15		4		11	
<b>Reporting Category</b> Discussion of Injury Prevention and Wellness														
Achievement Score	75.29%		75.24%		78.95%		71.54%		75.76%		81.08%		70.45%	

○ **Response scored as:** ● Achievement ● Room for improvement

### Your Child's Care From This Provider in the Last 12 Months (continued)

**Q46. In the last 12 months, did you and anyone in this provider's office talk about how much or what kind of exercise your child gets?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	542	59.3%	344	58.7%	221	62.8%	123	52.6%	198	60.4%	60	65.9%	138	58.2%
● No	372	40.7%	242	41.3%	131	37.2%	111	47.4%	130	39.6%	31	34.1%	99	41.8%
<b>Total</b>	914	100.0%	586	100.0%	352	100.0%	234	100.0%	328	100.0%	91	100.0%	237	100.0%
Not Answered	47		32		17		15		15		4		11	
<b>Reporting Category</b> Discussion of Injury Prevention and Wellness														
Achievement Score	59.42%		57.67%		63.12%		52.23%		62.08%		65.60%		58.56%	

**Q47. In the last 12 months, did you and anyone in this provider's office talk about how your child gets along with others?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	464	50.9%	293	50.0%	192	54.9%	101	42.8%	171	52.5%	47	52.8%	124	52.3%
● No	448	49.1%	293	50.0%	158	45.1%	135	57.2%	155	47.5%	42	47.2%	113	47.7%
<b>Total</b>	912	100.0%	586	100.0%	350	100.0%	236	100.0%	326	100.0%	89	100.0%	237	100.0%
Not Answered	49		32		19		13		17		6		11	
<b>Reporting Category</b> Discussion of Child Development														
Achievement Score	51.01%		48.83%		55.08%		42.57%		52.56%		53.09%		52.04%	

**Q48. In the last 12 months, did you and anyone in this provider's office talk about whether there are any problems in your household that might affect your child?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	343	37.8%	221	37.9%	150	43.0%	71	30.3%	122	37.5%	34	37.8%	88	37.4%
● No	565	62.2%	362	62.1%	199	57.0%	163	69.7%	203	62.5%	56	62.2%	147	62.6%
<b>Total</b>	908	100.0%	583	100.0%	349	100.0%	234	100.0%	325	100.0%	90	100.0%	235	100.0%
Not Answered	53		35		20		15		18		5		13	
<b>Reporting Category</b> Discussion of Injury Prevention and Wellness														
Achievement Score	37.91%		36.66%		43.19%		30.13%		37.61%		37.30%		37.93%	

○ Response scored as: ● Achievement ● Room for improvement

### Your Child's Care From This Provider in the Last 12 Months (continued)

**Q49. In the last 12 months, did anyone in this provider's office talk with you about specific goals for your child's health?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	446	49.2%	289	49.5%	180	51.7%	109	46.2%	157	48.8%	41	46.1%	116	49.8%
<input checked="" type="radio"/> No	460	50.8%	295	50.5%	168	48.3%	127	53.8%	165	51.2%	48	53.9%	117	50.2%
<b>Total</b>	906	100.0%	584	100.0%	348	100.0%	236	100.0%	322	100.0%	89	100.0%	233	100.0%
Not Answered	55		34		21		13		21		6		15	
<b>Reporting Category</b> Discussion of Child Health Management Support														
Achievement Score	49.27%		48.96%		52.46%		45.45%		47.93%		46.44%		49.41%	

**Q50. In the last 12 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your child's health?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	248	27.4%	165	28.4%	102	29.6%	63	26.8%	83	25.5%	23	25.6%	60	25.5%
<input checked="" type="radio"/> No	657	72.6%	415	71.6%	243	70.4%	172	73.2%	242	74.5%	67	74.4%	175	74.5%
<b>Total</b>	905	100.0%	580	100.0%	345	100.0%	235	100.0%	325	100.0%	90	100.0%	235	100.0%
Not Answered	56		38		24		14		18		5		13	
<b>Reporting Category</b> Discussion of Child Health Management Support														
Achievement Score	27.45%		28.19%		29.79%		26.58%		25.54%		25.48%		25.61%	

**Q51. In the last 12 months, did your child take any prescription medicine?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	558	61.9%	357	61.6%	210	60.7%	147	62.8%	201	62.4%	51	58.6%	150	63.8%
No	344	38.1%	223	38.4%	136	39.3%	87	37.2%	121	37.6%	36	41.4%	85	36.2%
<b>Total</b>	902	100.0%	580	100.0%	346	100.0%	234	100.0%	322	100.0%	87	100.0%	235	100.0%
Not Answered	59		38		23		15		21		8		13	

Response scored as:  Achievement  Room for improvement

### Your Child's Care From This Provider in the Last 12 Months (continued)

**Q52. In the last 12 months, did you and anyone in this provider's office talk at each visit about all the prescription medicines your child was taking?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	459	84.8%	292	83.4%	170	82.9%	122	84.1%	167	87.4%	46	95.8%	121	84.6%
● No	82	15.2%	58	16.6%	35	17.1%	23	15.9%	24	12.6%	2	4.2%	22	15.4%
<b>Total</b>	541	100.0%	350	100.0%	205	100.0%	145	100.0%	191	100.0%	48	100.0%	143	100.0%
Not Answered	17		7		5		2		10		3		7	
<b>Reporting Category</b> Single Items														
Achievement Score	84.88%		83.53%		83.01%		84.06%		90.22%		95.84%		84.61%	

### Clerks and Receptionists at This Provider's Office

**Q53. In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	19	2.1%	14	2.4%	7	2.0%	7	3.0%	5	1.5%	2	2.2%	3	1.3%
● Sometimes	136	14.8%	101	17.1%	67	19.0%	34	14.3%	35	10.7%	13	14.3%	22	9.3%
● Usually	263	28.7%	187	31.7%	116	33.0%	71	30.0%	76	23.2%	20	22.0%	56	23.6%
● Always	499	54.4%	287	48.7%	162	46.0%	125	52.7%	212	64.6%	56	61.5%	156	65.8%
<b>Total</b>	917	100.0%	589	100.0%	352	100.0%	237	100.0%	328	100.0%	91	100.0%	237	100.0%
Not Answered	44		29		17		12		15		4		11	
<b>Reporting Category</b> Satisfaction with Office Staff														
Achievement Score	82.99%		80.84%		79.30%		82.38%		86.48%		83.57%		89.39%	

**Q54. In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	16	1.8%	12	2.0%	9	2.6%	3	1.3%	4	1.2%	3	3.3%	1	0.4%
● Sometimes	91	10.0%	70	11.9%	43	12.3%	27	11.5%	21	6.4%	5	5.5%	16	6.8%
● Usually	202	22.1%	143	24.4%	92	26.2%	51	21.7%	59	18.0%	17	18.7%	42	17.7%
● Always	605	66.2%	361	61.6%	207	59.0%	154	65.5%	244	74.4%	66	72.5%	178	75.1%
<b>Total</b>	914	100.0%	586	100.0%	351	100.0%	235	100.0%	328	100.0%	91	100.0%	237	100.0%
Not Answered	47		32		18		14		15		4		11	
<b>Reporting Category</b> Satisfaction with Office Staff														
Achievement Score	88.23%		86.21%		85.42%		87.00%		92.02%		91.14%		92.90%	

○ Response scored as: ● Achievement ● Room for improvement

## About Your Child and You

**Q55. In general, how would you rate your child's overall health?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	403	40.1%	232	35.9%	139	35.5%	93	36.5%	171	47.8%	47	45.2%	124	48.8%
Very good	319	31.7%	200	30.9%	113	28.8%	87	34.1%	119	33.2%	35	33.7%	84	33.1%
Good	231	23.0%	177	27.4%	111	28.3%	66	25.9%	54	15.1%	17	16.3%	37	14.6%
Fair	52	5.2%	38	5.9%	29	7.4%	9	3.5%	14	3.9%	5	4.8%	9	3.5%
Poor	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	1,005	100.0%	647	100.0%	392	100.0%	255	100.0%	358	100.0%	104	100.0%	254	100.0%
Not Answered	59		40		23		17		19		5		14	

**Q56. In general, how would you rate your child's overall mental or emotional health?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	473	47.1%	290	44.8%	160	40.8%	130	50.8%	183	51.3%	46	44.7%	137	53.9%
Very good	268	26.7%	169	26.1%	112	28.6%	57	22.3%	99	27.7%	33	32.0%	66	26.0%
Good	199	19.8%	146	22.5%	94	24.0%	52	20.3%	53	14.8%	17	16.5%	36	14.2%
Fair	57	5.7%	38	5.9%	24	6.1%	14	5.5%	19	5.3%	5	4.9%	14	5.5%
Poor	8	0.8%	5	0.8%	2	0.5%	3	1.2%	3	0.8%	2	1.9%	1	0.4%
<b>Total</b>	1,005	100.0%	648	100.0%	392	100.0%	256	100.0%	357	100.0%	103	100.0%	254	100.0%
Not Answered	59		39		23		16		20		6		14	

**Q57. What is your child's age?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Less than 1 year old	24	2.4%	17	2.6%	12	3.1%	5	2.0%	7	2.0%	1	1.0%	6	2.4%
1 to 2 Years old	129	13.0%	77	12.0%	51	13.1%	26	10.2%	52	14.9%	16	15.5%	36	14.6%
3 to 4 Years old	150	15.1%	98	15.2%	61	15.7%	37	14.5%	52	14.9%	16	15.5%	36	14.6%
5 to 7 Years old	205	20.6%	125	19.4%	81	20.8%	44	17.3%	80	22.9%	21	20.4%	59	23.9%
8 to 10 Years old	162	16.3%	107	16.6%	65	16.7%	42	16.5%	55	15.7%	16	15.5%	39	15.8%
11 to 13 Years old	149	15.0%	105	16.3%	54	13.9%	51	20.0%	44	12.6%	14	13.6%	30	12.1%
14 to 18 Years old	175	17.6%	115	17.9%	65	16.7%	50	19.6%	60	17.1%	19	18.4%	41	16.6%
<b>Total</b>	994	100.0%	644	100.0%	389	100.0%	255	100.0%	350	100.0%	103	100.0%	247	100.0%
Not Answered	70		43		26		17		27		6		21	

**About Your Child and You (continued)****Q58. Is your child male or female?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Male	506	50.8%	319	49.7%	192	49.6%	127	49.8%	187	52.7%	58	55.8%	129	51.4%
Female	491	49.2%	323	50.3%	195	50.4%	128	50.2%	168	47.3%	46	44.2%	122	48.6%
<b>Total</b>	997	100.0%	642	100.0%	387	100.0%	255	100.0%	355	100.0%	104	100.0%	251	100.0%
Not Answered	67		45		28		17		22		5		17	

**Q59. Is your child of Hispanic or Latino origin or descent?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	473	48.1%	341	53.7%	239	62.6%	102	40.3%	132	37.9%	35	34.3%	97	39.4%
No, not Hispanic or Latino	510	51.9%	294	46.3%	143	37.4%	151	59.7%	216	62.1%	67	65.7%	149	60.6%
<b>Total</b>	983	100.0%	635	100.0%	382	100.0%	253	100.0%	348	100.0%	102	100.0%	246	100.0%
Not Answered	81		52		33		19		29		7		22	

**Q60. What is your child's race? Please mark one or more.**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
White	415	45.7%	171	29.7%	90	26.5%	81	34.5%	244	73.1%	62	63.9%	182	76.8%
Black or African American	213	23.4%	155	27.0%	91	26.8%	64	27.2%	58	17.4%	26	26.8%	32	13.5%
Asian	121	13.3%	108	18.8%	60	17.6%	48	20.4%	13	3.9%	6	6.2%	7	3.0%
Native Hawaiian or other Pacific Islander	10	1.1%	8	1.4%	4	1.2%	4	1.7%	2	0.6%	1	1.0%	1	0.4%
American Indian or Alaska Native	36	4.0%	18	3.1%	11	3.2%	7	3.0%	18	5.4%	4	4.1%	14	5.9%
Other	248	27.3%	188	32.7%	124	36.5%	64	27.2%	60	18.0%	19	19.6%	41	17.3%
<b>Total</b>	909	100.0%	575	100.0%	340	100.0%	235	100.0%	334	100.0%	97	100.0%	237	100.0%
Not Answered	155		112		75		37		43		12		31	



**About Your Child and You (continued)****Q61. What is your age?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Under 18	57	5.7%	38	5.9%	18	4.7%	20	7.9%	19	5.3%	6	5.8%	13	5.1%
18 to 24	38	3.8%	21	3.3%	13	3.4%	8	3.1%	17	4.8%	6	5.8%	11	4.3%
25 to 34	351	35.2%	215	33.6%	137	35.6%	78	30.7%	136	38.1%	33	32.0%	103	40.6%
35 to 44	369	37.0%	247	38.7%	147	38.2%	100	39.4%	122	34.2%	35	34.0%	87	34.3%
45 to 54	137	13.8%	90	14.1%	56	14.5%	34	13.4%	47	13.2%	16	15.5%	31	12.2%
55 to 64	32	3.2%	20	3.1%	12	3.1%	8	3.1%	12	3.4%	6	5.8%	6	2.4%
65 to 74	9	0.9%	5	0.8%	1	0.3%	4	1.6%	4	1.1%	1	1.0%	3	1.2%
75 or older	3	0.3%	3	0.5%	1	0.3%	2	0.8%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	996	100.0%	639	100.0%	385	100.0%	254	100.0%	357	100.0%	103	100.0%	254	100.0%
Not Answered	68		48		30		18		20		6		14	

**Q62. Are you male or female?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Male	121	12.1%	73	11.3%	41	10.5%	32	12.6%	48	13.5%	15	14.7%	33	13.0%
Female	879	87.9%	572	88.7%	351	89.5%	221	87.4%	307	86.5%	87	85.3%	220	87.0%
<b>Total</b>	1,000	100.0%	645	100.0%	392	100.0%	253	100.0%	355	100.0%	102	100.0%	253	100.0%
Not Answered	64		42		23		19		22		7		15	

**Q63. What is the highest grade or level of school that you have completed?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
8th grade or less	127	12.9%	92	14.5%	54	14.2%	38	15.0%	35	10.1%	15	15.6%	20	8.0%
Some high school but did not graduate	178	18.1%	123	19.4%	74	19.4%	49	19.4%	55	15.9%	18	18.8%	37	14.7%
High school graduate or GED	325	33.1%	207	32.6%	128	33.6%	79	31.2%	118	34.0%	26	27.1%	92	36.7%
Some college or 2-year degree	231	23.5%	130	20.5%	81	21.3%	49	19.4%	101	29.1%	27	28.1%	74	29.5%
4-year college graduate	74	7.5%	53	8.4%	26	6.8%	27	10.7%	21	6.1%	6	6.3%	15	6.0%
More than 4-year college degree	46	4.7%	29	4.6%	18	4.7%	11	4.3%	17	4.9%	4	4.2%	13	5.2%
<b>Total</b>	981	100.0%	634	100.0%	381	100.0%	253	100.0%	347	100.0%	96	100.0%	251	100.0%
Not Answered	83		53		34		19		30		13		17	

**About Your Child and You (continued)****Q64. How are you related to the child?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Mother or father	952	95.4%	620	96.0%	372	95.6%	248	96.5%	332	94.3%	91	91.9%	241	95.3%
Grandparent	25	2.5%	10	1.5%	7	1.8%	3	1.2%	15	4.3%	7	7.1%	8	3.2%
Aunt or uncle	6	0.6%	2	0.3%	2	0.5%	0	0.0%	4	1.1%	1	1.0%	3	1.2%
Older brother or sister	4	0.4%	4	0.6%	2	0.5%	2	0.8%	0	0.0%	0	0.0%	0	0.0%
Other relative	1	0.1%	1	0.2%	1	0.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Legal guardian	9	0.9%	8	1.2%	5	1.3%	3	1.2%	1	0.3%	0	0.0%	1	0.4%
Someone else	1	0.1%	1	0.2%	0	0.0%	1	0.4%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	998	100.0%	646	100.0%	389	100.0%	257	100.0%	352	100.0%	99	100.0%	253	100.0%
Not Answered	66		41		26		15		25		10		15	

**Q65. Did someone help you complete this survey?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	56	5.3%	46	6.8%	21	5.1%	25	9.4%	10	2.7%	5	4.6%	5	1.9%
No	991	94.7%	629	93.2%	387	94.9%	242	90.6%	362	97.3%	104	95.4%	258	98.1%
<b>Total</b>	1,047	100.0%	675	100.0%	408	100.0%	267	100.0%	372	100.0%	109	100.0%	263	100.0%
Not Answered	17		12		7		5		5		0		5	

**Q66. How did that person help you? Please mark one or more.**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Read the questions to me	18	33.3%	15	32.6%	8	38.1%	7	28.0%	3	37.5%	1	25.0%	2	50.0%
Wrote down the answers I gave	12	22.2%	10	21.7%	5	23.8%	5	20.0%	2	25.0%	1	25.0%	1	25.0%
Answered the questions for me	5	9.3%	5	10.9%	2	9.5%	3	12.0%	0	0.0%	0	0.0%	0	0.0%
Translated the questions into my language	26	48.1%	24	52.2%	9	42.9%	15	60.0%	2	25.0%	1	25.0%	1	25.0%
Helped in some other way	6	11.1%	4	8.7%	3	14.3%	1	4.0%	2	25.0%	1	25.0%	1	25.0%
<b>Total</b>	54	100.0%	46	100.0%	21	100.0%	25	100.0%	8	100.0%	4	100.0%	4	100.0%
Not Answered	2		0		0		0		2		1		1	



All information that would let someone identify you or your family will be kept private. The New York State Department of Health and DataStat will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the health care your child gets.

Your responses to this survey are completely confidential. Once you complete the survey, place it in the envelope that was provided, seal the envelope, and return the envelope to DataStat.

You may notice a barcode number on the front of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-838-2994.

**SURVEY INSTRUCTIONS**

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct Mark 

Incorrect Marks   

- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes ➔ *Go to Question 1*  
 No

↓ **START HERE** ↓

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

1. Our records show that your child got care at the clinic or practice named below in the last 12 months.

[CLINIC NAME - PRACTICE NAME]

Is that right?

- Yes ➔ *Go to Question 2*
- No ➔ *Go to Question 1a*

- 1a. If this is not the name of the clinic or practice where your child got care, what is the name of the clinic or practice where your child got care in the last 12 months? (Please print)

\_\_\_\_\_



Throughout this survey, the words "this provider" will refer to the provider your child saw on his/her most recent visit to the clinic or practice from Question 1 (or 1a). Please think of that person as you answer the following survey questions.

2. Is this the provider you usually see if your child needs a check-up or gets sick or hurt?
- Yes
  - No
3. How long has your child been going to this provider?
- Less than 6 months
  - At least 6 months but less than 1 year
  - At least 1 year but less than 3 years
  - At least 3 years but less than 5 years
  - 5 years or more

### Your Child's Care From This Provider in the Last 12 Months

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

4. In the last 12 months, how many times did your child visit this provider for care?
- None → *Go to Question 55*
  - 1 time
  - 2
  - 3
  - 4
  - 5 to 9
  - 10 or more times
5. In the last 12 months, did you ever stay in the exam room with your child during a visit to this provider?
- Yes → *Go to Question 7*
  - No

6. Did this provider give you enough information about what was discussed during the visit when you were not there?
- Yes → *Go to Question 10*
  - No → *Go to Question 10*
7. Is your child able to talk with providers about his or her health care?
- Yes
  - No → *Go to Question 10*
8. In the last 12 months, how often did this provider explain things in a way that was easy for your child to understand?
- Never
  - Sometimes
  - Usually
  - Always
9. In the last 12 months, how often did this provider listen carefully to your child?
- Never
  - Sometimes
  - Usually
  - Always
10. Did this provider tell you that you needed to do anything to follow up on the care your child got during the visit?
- Yes
  - No → *Go to Question 12*
11. Did this provider give you enough information about what you needed to do to follow up on your child's care?
- Yes
  - No
12. In the last 12 months, did you phone this provider's office to get an appointment for your child for an illness, injury or condition that needed care right away?
- Yes
  - No → *Go to Question 15*

13. In the last 12 months, when you phoned this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?

- Never
- Sometimes
- Usually
- Always

14. In the last 12 months, how many days did you usually have to wait for an appointment when your child needed care right away?

- Same day
- 1 day
- 2 to 3 days
- 4 to 7 days
- More than 7 days

15. In the last 12 months, did you make any appointments for a check-up or routine care for your child with this provider?

- Yes
- No → *Go to Question 17*

16. In the last 12 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?

- Never
- Sometimes
- Usually
- Always

17. Did this provider's office give you information about what to do if your child needed care during evenings, weekends, or holidays?

- Yes
- No

18. In the last 12 months, did your child need care during evenings, weekends, or holidays?

- Yes
- No → *Go to Question 20*

19. In the last 12 months, how often were you able to get the care your child needed from this provider's office during evenings, weekends, or holidays?

- Never
- Sometimes
- Usually
- Always

20. In the last 12 months, did you phone this provider's office with a medical question about your child during regular office hours?

- Yes
- No → *Go to Question 22*

21. In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

- Never
- Sometimes
- Usually
- Always

22. In the last 12 months, did you phone this provider's office with a medical question about your child after regular office hours?

- Yes
- No → *Go to Question 24*

23. In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?

- Never
- Sometimes
- Usually
- Always

24. Some offices remind patients between visits about tests, treatment or appointments. In the last 12 months, did you get any reminders about your child's care from this provider's office between visits?

- Yes
- No

25. Wait time includes time spent in the waiting room and exam room. In the last 12 months how often did your child see this provider within 15 minutes of his or her appointment time?

- Never
- Sometimes
- Usually
- Always

26. In the last 12 months, how often did this provider explain things about your child's health in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

27. In the last 12 months, how often did this provider listen carefully to you?

- Never
- Sometimes
- Usually
- Always

28. In the last 12 months, did you and this provider talk about any questions or concerns you had about your child's health?

- Yes
- No → *Go to Question 30*

29. In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?

- Never
- Sometimes
- Usually
- Always

30. In the last 12 months, how often did this provider seem to know the important information about your child's medical history?

- Never
- Sometimes
- Usually
- Always

31. In the last 12 months, how often did this provider show respect for what you had to say?

- Never
- Sometimes
- Usually
- Always

32. In the last 12 months, how often did this provider spend enough time with your child?

- Never
- Sometimes
- Usually
- Always

33. In the last 12 months, did this provider order a blood test, x-ray or other test for your child?

- Yes
- No → *Go to Question 35*

34. In the last 12 months, when this provider ordered a blood test, x-ray or other test for your child, how often did someone from this provider's office follow up to give you those results?

- Never
- Sometimes
- Usually
- Always

35. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

0 1 2 3 4 5 6 7 8 9 10

Worst Provider Possible Best Provider Possible

36. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did your child see a specialist for a particular health problem?

- Yes
- No → *Go to Question 38*

37. In the last 12 months, how often did the provider named in Question 1 (or 1a) seem informed and up-to-date about the care your child got from specialists?

- Never
- Sometimes
- Usually
- Always

Please answer these questions about the provider named in Question 1 (or 1a) of this survey.

38. In the last 12 months, did you and anyone in this provider's office talk about your child's learning ability?

- Yes
- No

39. In the last 12 months, did you and anyone in this provider's office talk about the kinds of behaviors that are normal for your child at this age?

- Yes
- No

40. In the last 12 months, did you and anyone in this provider's office talk about how your child's body is growing?

- Yes
- No

41. In the last 12 months, did you and anyone in this provider's office talk about your child's moods and emotions?

- Yes
- No

42. In the last 12 months, did you and anyone in this provider's office talk about things you can do to keep your child from getting injured?

- Yes
- No

43. In the last 12 months, did anyone in this provider's office give you information about how to keep your child from getting injured?

- Yes
- No

44. In the last 12 months, did you and anyone in this provider's office talk about how much time your child spends on a computer and in front of a TV?

- Yes
- No

45. In the last 12 months, did you and anyone in this provider's office talk about how much or what kind of food your child eats?

- Yes
- No

46. In the last 12 months, did you and anyone in this provider's office talk about how much or what kind of exercise your child gets?

- Yes
- No



47. In the last 12 months, did you and anyone in this provider's office talk about how your child gets along with others?

- Yes
- No

48. In the last 12 months, did you and anyone in this provider's office talk about whether there are any problems in your household that might affect your child?

- Yes
- No

49. In the last 12 months, did anyone in this provider's office talk with you about specific goals for your child's health?

- Yes
- No

50. In the last 12 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your child's health?

- Yes
- No

51. In the last 12 months, did your child take any prescription medicine?

- Yes
- No → *Go to Question 53*

52. In the last 12 months, did you and anyone in this provider's office talk at each visit about all the prescription medicines your child was taking?

- Yes
- No

### Clerks and Receptionists at This Provider's Office

53. In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

- Never
- Sometimes
- Usually
- Always

54. In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

### About Your Child and You

55. In general, how would you rate your child's overall health?

- Excellent
- Very good
- Good
- Fair
- Poor

56. In general, how would you rate your child's overall mental or emotional health?

- Excellent
- Very good
- Good
- Fair
- Poor



57. What is your child's age?

Less than 1 year old

YEARS OLD (Write in.)

58. Is your child male or female?

Male  
 Female

59. Is your child of Hispanic or Latino origin or descent?

Yes, Hispanic or Latino  
 No, not Hispanic or Latino

60. What is your child's race? Please mark one or more.

White  
 Black or African-American  
 Asian  
 Native Hawaiian or other Pacific Islander  
 American Indian or Alaska Native  
 Other

61. What is your age?

Under 18  
 18 to 24  
 25 to 34  
 35 to 44  
 45 to 54  
 55 to 64  
 65 to 74  
 75 or older

62. Are you male or female?

Male  
 Female

63. What is the highest grade or level of school that you have completed?

8th grade or less  
 Some high school, but did not graduate  
 High school graduate or GED  
 Some college or 2-year degree  
 4-year college graduate  
 More than 4-year college degree

64. How are you related to the child?

Mother or father  
 Grandparent  
 Aunt or uncle  
 Older brother or sister  
 Other relative  
 Legal guardian  
 Someone else

65. Did someone help you complete this survey?

Yes → *Go to Question 66*  
 No → *Thank you. Please return the completed survey in the postage-paid envelope.*

66. How did that person help you? Please mark one or more.

Read the questions to me  
 Wrote down the answers I gave  
 Answered the questions for me  
 Translated the questions into my language  
 Helped in some other way

**Thank you for taking the time to complete this survey. Your answers are greatly appreciated.**

**When you are done, please use the enclosed prepaid envelope to mail the survey to:**

**DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108**



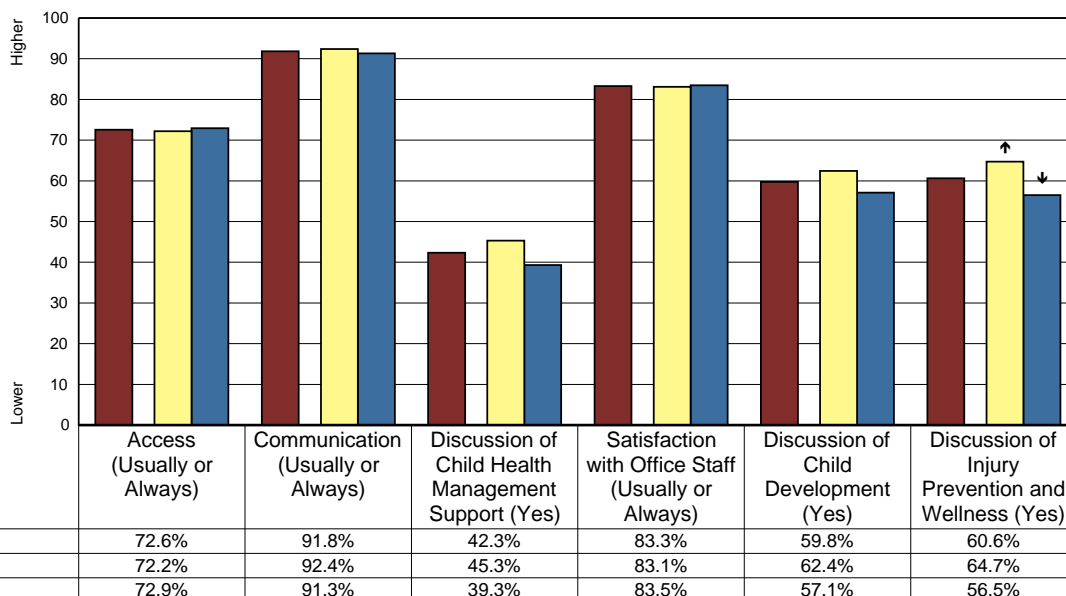


### PCMH COMPARISON: 2011 VS. 2008

This presentation was developed to compare PCMH clinics certified according to 2008 criteria versus 2011 criteria. Patients who were seen at 2011 certified clinics were over sampled to gather an adequate number of responses for this comparison. Results from the over sample are presented in this section of the report only.

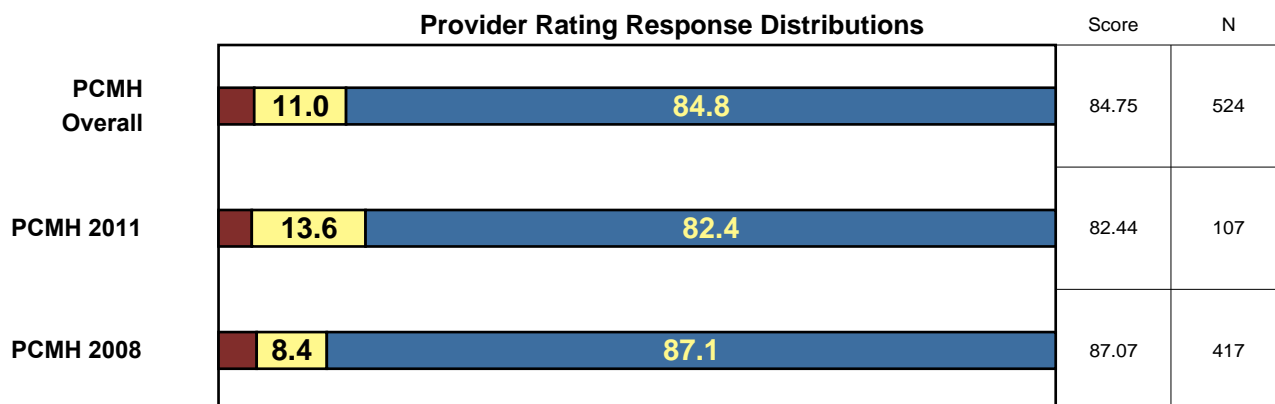
A composite score is calculated for each of six domains of patient experience: Access, Communication, Discussion of Child Health Management Support, Satisfaction with Office Staff, Discussion of Child Development, and Discussion of Injury Prevention and Wellness. Composite scores are intended to give a summary assessment of performance across the domain. Results for 2008 and 2011 PCMH clinics are presented below and are compared to the PCMH overall for statistical significance.

#### Composites



↑↓ Statistically significantly higher/lower than PCMH Overall

#### Provider Rating Response Distributions



↑↓ Statistically significantly higher/lower than PCMH Overall

#### Percentage Who Rated Their Provider:

